



e-Communities Program



Adopted
March 20, 2007



Helping People Bridge the Digital Divide

TABLE OF CONTENTS

Executive Summary	i
Report on Planning Process & Outreach Activities.....	1
Community Profile/General Assessment	3
Community Assets	6
Sub-Committee Input	8
Citizen Survey Results.....	11
Mini Plan General Mission and Vision	13
Accessibility	14
Training and Digital Literacy	17
Web Applications.....	20
Connectivity.....	22

APPENDICES

A - Meeting Summaries	24
B - Flyers and Press Release	42
C - Survey Tool.....	45
D - Urban Distressed Areas Map.....	47
E - Minority Concentration Map.....	48
F - High-Speed Internet Access Report	49
G - Telecommunications Inventory Summary	51
H - Survey Results.....	54

Executive Summary

In June of 2006, as a member of the Wilmington City Council, I introduced and City Council passed a Resolution “*Supporting Public Access to the Internet and Online City Resources.*” This Resolution expressed the intent of the City to take a lead role in providing greater access to the Internet for all of its citizens, particularly those historically separated from access by a “digital divide.”



What is the Digital Divide? According to webopedia.com the digital divide is a term used to describe the discrepancy between people who have access to and the resources to use new information and communication tools, such as the Internet and people who do not have the resources and access to the technology. The term also describes the discrepancy between those who have the skills, knowledge and abilities to use the technologies and those who do not.

According to the National Telecommunications and Information Administration (NTIA), information tools, such as the personal computer and the Internet, are increasingly critical to economic success and personal advancement. *Falling Through the Net: Defining the Digital Divide* finds that more Americans than ever have access to telephones, computers, and the Internet. At the same time, however, the NTIA has found that there is still a significant "digital divide" separating American information "haves" and "have nots." This is true in our local community where a recent survey showed “have nots” or 31.7% of respondents have little or no IT or Internet access other than public access and show little digital literacy in their responses to questions regarding the use of IT.

Recognizing that Wilmington increasingly uses its online presence to disseminate information to its citizens, businesses, and visitors it was important that we formally support a policy that requires all current and future public facilities to take advantage of existing infrastructure to allow for the creation of wired and /or wireless public Internet access sites throughout the City with a priority in lower income neighborhoods. For purposes of this plan, lower income neighborhoods are described as census tracts where 51% or more of the households have incomes that are less than 80% of the area median income as defined by the U.S. Department of Housing and Urban Development (HUD). In addition, we recognize that access to technology and related training is a key component of an overall economic development strategy.

With this as our focus we were pleased to partner with the E-NC Authority to develop an e-Communities program for the City of Wilmington. The e-NC Authority is part of a statewide initiative to support communities in making the transition to a connected future. All 85 of North Carolina’s rural counties participated in e-NC’s e-Communities Program from 2002-2005 and all rural counties became officially designated “e-communities.” We are pleased that Wilmington, along with Charlotte, was selected as one of two urban communities to participate in a pilot program to undertake an e-Communities planning effort. The City received a \$5,000 grant to assist with the planning process. An e-Communities Steering Committee, representing business/industry, education, technology, government, healthcare, media, non-profits, and citizens assisted in the development of this plan designed to bring high-speed internet access, technology awareness, and training to urban distressed areas of our City.

The Steering Committee conducted a comprehensive analysis of the existing inventory in four key areas: Accessibility, Training and Digital Literacy, Web Applications and Connectivity. The Committee used information from public meetings, surveys, and information gathered from existing data to determine the needs, goals and implementation plan for each of the for key areas. We are pleased to report that there are many great initiatives underway in the City of Wilmington including free “City Port” Wireless Internet access. Citizens along Riverwalk, restaurants and businesses in central downtown can access the Internet through high-speed connections and enjoy browsing the Web, checking and sending E-mail, or chatting through instant messaging services. We also are expanding the network infrastructure of the City to various facilities including some of the Community Centers, Fit For Fun and the Boxing Center, all located within urban distressed areas. There is also an exciting project in the city’s re-developing north side downtown in which a private developer is providing a large wireless coverage area to serve his projects and facilities, but also create a wide area of public access wireless availability.

According to the e-NC Authority, 95.66% of New Hanover County households have high-speed internet access. However, this plan recognizes that although the City of Wilmington is “well connected” there are additional steps we can take to reduce the digital divide in our community. Overall implementation of this plan is estimated to cost approximately \$710,000, but within that lies some current or ongoing expenditures, in kind costs or values from other agencies or non-profits, and personnel costs that may be supplanted with current staffing or internships. Moreover, we are confident that thorough public/private partnerships and identification of grant and sponsorship opportunities we can achieve our goals. Adopted by the Wilmington City Council on March, 20, 2007, this plan will serve as a tool to help us leverage additional funding and outlines a variety of strategies designed to provide City-wide access, for all citizens, by the year 2010.

Key recommendations identified as a result of this planning process include:

- To ensure we keep pace with the evolving world of technology it is recommended that the Wilmington City Council create and appoint an e-Technology Commission to oversee ongoing implementation of this plan
- Partner with a community based organization to provide staff support and or intern to assist with implementation
- Provide free city-wide public access sites
- Facilitate the process of City of Wilmington becoming a 100% "wireless" internet access community
- Creation of Tech Zones in community centers, schools and churches where citizens can access the internet and receive training and tutoring in the proper use of computers and the internet
- Provide continuous information to the community on the importance of being computer literate, and how to leverage the low cost options for attaining equipment, training and internet access
- Facilitate the creation of web applications that will better connect the community to information about the services and programs available to citizens

Dr. Earl Sheridan, Councilman
E-Champion

Report on Planning Process & Outreach Activities

The City of Wilmington's e-Community Steering Committee consisted of a broad representation of community stakeholders representing business/industry, education, government, healthcare, media, non-profit, technology, housing, economic development and citizens.

Councilman Earl Sheridan, e-Champion

PARTNERS		
Category	Name	Organization
Business/Industry	David Spetrino	Plantation Builders
	Randall Johnson	NC Biotechnology Center
	Kelley McNeill	Comspeco.net
Education	Pat Hogan	Cape Fear Community College
	Macy McRae	NHC County Schools
	Jonathan R. Allen	NHC County Schools
Government	Leslie Stanfield	New Hanover County - IT Director
	Warren Lee	Emergency Management
	Christine McNamee	NHC Department of Social Services
Healthcare	Christopher Warren	Coastal Area AHEC
	Alice Sheridan	NHC Public Library
Media	Jennifer Griggs	Star News
Non-Profit	Dale Smith	Cape Fear Area Resource Center
	Wayne Loftin	Community Boys and Girls Club
	Linda Pearce	Elderhaus
	Tufanna Bradley	Girls, Inc.
	Irene Silva Edwards	Voces Latinas
Technology	Jim Booth	Hooks Technology
Telecommunications	Paul Mazzola	Time Warner Cable
Housing	Randolph Keaton	Wilmington Housing Authority
Economic Development	Peter Grear	Partners for Economic Inclusion
Citizen	Dorothy Deshields	Focus on Leadership
City Staff Support	Lillie Gray	Community Development
	Larry Bergman	IT
	Jim Conway	Police Department
Funding Source	Donna Sullivan	E-NC Authority
Facilitator	Todd Gerlach	The VTA Group

The steering committee met monthly from September 2006 to February 2007. As part of the planning process the committee broke up into sub-committees to focus on the four key areas of the plan. Meeting summaries are attached as Appendix A

In addition to monthly meetings the committee also printed and distributed 10,000 surveys and also made the survey available on line using Surveymonkey.com. A total of 994 surveys were completed. A copy of the survey tool is included as Appendix C

Public Outreach

Two public outreach meetings or “e-Fairs” were held on November 28, 2006 and December 2, 2006. To promote the events, an ad was placed in the local paper, a flyer was prepared and distributed, the e-Champion and City of Wilmington’s IT Director appeared on talk radio show, and the event was announced on the city sponsored e-Communities website. Press releases were also sent to local print and radio outlets. See Appendix B. The agenda for the meetings included:

- *Welcome and Purpose – Councilman Sheridan, e-Champion*
 - *What is e-Communities?*
 - *Explain the planning process and desired outcomes*
 - *7 minute video – E-NC’s Community Impact Video*
- *Focus Group Session. In an effort to solicit citizen input the group was asked three questions as follows:*
 - *What are your computer needs?*
 - *What is preventing you from using the Internet?*
 - *What can we do to help you meet your needs?*
- *Demo Fair – Larry Bergman and Dave Spetrino*
 - *Explain what the internet is and how it can impact all people*
 - *Show specific ways that the internet can help to get jobs*
 - *Show the ability to gain information*
 - *Explain the new goals and expectations it drives for students*
 - *Share the basic computer skills now expected of students*
 - *Answer questions*
 - *Live demonstrations of actual websites:*
 - *City of Wilmington*
 - *New Hanover County*
 - *FAFSA*
 - *Free Credit Report*
 - *IRS*
 - *Job Application*
 - *New Hanover County Schools and Library*
 - *E-Mail*
 - *Encyclopedia.com*
- *Drawing and Wrap-up – Dr. Sheridan*

During each of the two e-fairs pizza and drinks were provided and drawings for door prizes were held. Prizes included two free computers donated by Dell Computers and flash drives donated by the E-NC Authority. Surveys were also completed and collected.

Community Profile/General Community Assessment

Wilmington is located in southeastern North Carolina, between the Cape Fear River and the Intracoastal Waterway, and is rich in beauty, history, and culture. Wilmington has been designated as a Tier 3 County for 2005

Urban Distressed Communities

The steering committee has adopted the Federal definition of low and moderate income areas as its definition for an urban distressed community. As a result, census tracts where more than 51% of households earn less than 80% of the median income represent an urban distressed community. A map showing the designated urban distressed areas is attached as Appendix D and correlating map showing minority concentration is attached as Appendix E.

According to the U.S Census Bureau, 2005 American Community Survey, the City of Wilmington has a population of 91,207 with 75.4% White, 19% Black and 4.2% Hispanic or Latino. The median age is 35.1. The following demographics are important to the overall planning process and key indicators reflecting the need for broadband connectivity in urban distressed communities within the City of Wilmington.

Households and Families: In 2005 there were 44,000 households in Wilmington. The average household size was 2.1 people. Families made up 52 percent of the households in Wilmington. This figure includes both married-couple families (36 percent) and other families (16 percent). Nonfamily households made up 48 percent of all households in Wilmington.

Disability: Among people at least five years old in 2005, 14 percent reported a disability. The likelihood of having a disability varied by age - from 5 percent of people 5 to 20 years old, to 12 percent of people 21 to 64 years old, and to 37 percent of those 65 and older.

Income: The median income of households in Wilmington was \$36,904. Eighty-one percent of the households received earnings and 14 percent received retirement income other than Social Security. Twenty-five percent of the households received Social Security. The average income from Social Security was \$13,643. These income sources are not mutually exclusive; that is, some households received income from more than one source.

Poverty and Participation in Government Programs: In 2005, 17 percent of people were in poverty. Eighteen percent of related children under 18 were below the poverty level, compared with 7 percent of people 65 years old and over. Twelve percent of all families and 39 percent of families with a female householder and no husband present had incomes below the poverty level.

Further review of poverty status by race reveals that 27.3% of Blacks are below the poverty level compared to 14.1% of Whites.

Educational Attainment: Among the population aged 25 years and over 86.6% or high school graduates or higher and 37.5 percent possess a Bachelor's degree or higher.

Labor Force: Economic characteristics reflect a work force population of 49,516 (age 16 years and over) or 66.6 percent. The median household income is \$36,904 (2005 inflation adjusted dollars) and the per capita income is \$25,895 (2005 inflation-adjusted dollars).

According to the Greater Wilmington Chamber of Commerce, the following report excerpts highlight the overall economic activity for the Cape Fear Area.

Overall Economic Activity

Total economic activity in the coastal region of Brunswick, New Hanover, and Pender Counties rose almost 10 percent in both 2004 and 2005, and, through mid 2006, another 8 percent. The professional and medical services and retail sales sectors were the major drivers of this growth.

Although the final numbers are not available as of this writing (October 2, 2006), the regional economy likely grew 9 percent over 2006. It is forecast to grow another 8 percent over 2007.

Unemployment

The 2005 average monthly unemployment rate for New Hanover County was 4.2 percent, 4.9 percent in Brunswick County, 4.7 percent in Pender County, and 5.3 percent in North Carolina. These rates were unchanged from their 2004 levels.

Area unemployment rates fell over the first half of 2006. Both employment and unemployment grew over the first half of the year, with employment growing more than 18 times faster than unemployment. Thus, the local economy continues to be able to absorb new entrants and re-entrants to the labor force.

The July 2006 seasonally adjusted unemployment rate in New Hanover County was 3.5 percent, down from 4.4 percent in July 2005. The rate in Brunswick County was 4.3 percent (5.1 percent in July 2005), and the rate in Pender County was 4.2 percent (4.8 percent in July 2005). The July 2006 seasonally adjusted rate for the state was 4.7 percent, down from 5.3 percent in July 2005.

Retail Sales Tax Collections

New Hanover County retail sales tax collections rose 10.4 percent between 2004 and 2005 to \$121 million. They rose 12.1 percent in Wilmington to \$98.3 million. Collections rose 14.2 percent in Brunswick County to \$37.3 million and 13.1 percent in Pender County to \$8.9 million. Statewide, collections rose 8.1 percent to \$5.1 billion.

For the year ending May 2006 (June 2005-May 2006), collections were up 10.9 percent in New Hanover County to \$125.1 million. They were up 11.4 percent in Wilmington to \$101.8 million. Collections were up 11.3 percent in Brunswick County to \$38.3 billion and 27.9 percent in Pender County to \$10.3 million. Statewide, collections were up 10.1 percent to \$5.4 billion.

Were the annual growth rates through May 2006 to continue indefinitely, tax collections in New Hanover County would double in size in 6.5 years. The comparable doubling time for Wilmington is six years, six years in Brunswick County, 2.5 years in Pender County, and seven years for the state.

Construction

The number of permits issued for new construction in New Hanover County rose 4.1 percent between 2004 and 2005 to 2,645, and the associated value was up 16.9 percent to \$755.3 million. The number of permits issued for new residential construction was unchanged at 2,265, but the associated value was up 8.3 percent to \$542.5 million. The number of permits issued for new nonresidential

construction was up 38.2 percent to 380, and the associated value was up 46.5 percent to \$212.8 million. The number of permits issued for all construction, including repairs and renovations, rose 6.9 percent to 4,345, and the associated value was up 16.8 percent to \$851.1 million.

For the year ending August 2006 (September 2005-August 2006), the number of permits issued for new construction was down 22.2 percent to 2,065, but the associated value was up 10.5 percent to \$816.1 million. The number of new residential permits was down 26.8 percent to 1,690, and the associated value was down 12.7 percent to \$482.1 million. The number of new nonresidential permits was up 9 percent to 375, and the associated value was up 79.7 percent to \$334 million. The number of permits issued for all construction was down 0.4 percent to 5,155, but the associated value was up 13.2 percent to \$944.6 million.

Currently in the county residential permits account for 81.8 percent of the number of new construction permits issued and 59.1 percent of the associated value. Single-family permits account for 93.5 percent of all residential permits issued and 78.4 percent of the value.

New construction permits issued in the county reached a peak during first quarter 2006 and have been falling ever since. A review of county data since the early 1990s suggests that previous declines continue for up to two years before bottoming out. If history repeats itself, construction activity should begin to rebound by no later than first quarter 2008. In any event, it is not uncommon for there to be rather dramatic swings in new construction activity at the national, state, and local level.

Tourism

Tax collections from the first 3 percent room occupancy tax levied in New Hanover County rose 10.3 percent between 2004 and 2005 to \$3.4 million. For the year ending July 2006 (August 2005-July 2006), tax collections were up 9.4 percent to almost \$363 million (\$119.4 million in rental revenues). This change compares to a 6 percent increase for the year ending July 2005 (August 2004-July 2005).

The Outlook

The major drivers of current local economic growth are professional and medical services and retail sales. Growth slowed from around 10 percent in both 2004 and 2005 to around 9 percent in 2006. The local economy is forecast to grow another 8 percent over 2007. Despite this slowdown in growth, the local economy continues to outperform both the state and national economies.

Community Assets

Universities, Colleges and Schools

- The City of Wilmington is home to the **University of North Carolina - Wilmington**. The University offers degree programs in Information Systems and Operations Management as well as Computer Science. Courses include information systems, operations and production management, statistics and management science. In addition to the formal curriculum offerings leading to Bachelor's and Master's degrees, the University also operates the Small Business Technology Development Center (SBTDC) in partnership with the Small Business Administration. The SBTDC provides:
 - Management counseling, addressing issues including financing, marketing, human resources, operations, business planning, and feasibility assessment.
 - Targeted, research-based educational products which are focused on change management, strategic performance, and leadership development for a businesses management team, employees, and board members.
- **Cape Fear Community College** also offers an Associate's in Computer Information Systems as well as Certificate Programs. In addition free or low cost seminars and classes are available for citizens, seniors and small businesses. Distant learning and telecourses are also available. The College also houses a Small Business Center. According to their 2005-2006 Annual Report:
 - A total of 944 people participated in Small Business Center Seminars and Courses;
 - More than 82 people were served through one-on-one counseling; and
 - More than 50 were provided telephone or email advice/information about starting a business.
 - Minority participation in seminars/counseling sessions.
 - Seminars: 24% minority participation (15% African-American)
 - Counseling: 46% minority participation (34% African-American) in one-on-one business counseling sessions.
 - Partnering was continued and enhanced with local economic development organizations:
 - Topsail, Greater Wilmington and Hampstead Chambers of Commerce
 - Partners for Economic Inclusion, Pender Economic Development Alliance
 - Wilmington Small Business Coalition, Wilmington Downtown
 - UNCW Small Business Technology Development Center
 - City of Wilmington Economic Development
 - NC Biotechnology Center, NCCC BioBusiness Center
- **New Hanover County Schools** – There are 22 elementary schools, seven middle schools, four high schools and one alternative school in New Hanover County. All 8th graders must pass a computer proficiency test.
- **New Hanover County Library** – There are four libraries in the community that offer free computer access to residents of Wilmington and New Hanover County. Introductory computer classes are offered at three branches.



- ***Nonprofits*** – There are several nonprofit organizations in Wilmington that provide computer access and training, including Wilmington AME Zion Housing Development Corporation, Lower Cape Fear Area YWCA, and Voces Latinos.
- ***Internet Service Providers***
 - Bellsouth
 - Communication Specialists Company
 - Epproach Communications
 - NuVox Communications
 - Time Warner Cable/Road Runner Internet
- ***Telephone Companies***
 - BellSouth Telecommunications
 - Business Telecom Inc.
 - Time Warner Digital Phone
 - NuVox Communications (Teleco Division)
 - Cellular Providers including Verizon, Sprint/Nextel, Cingular
- ***Cable Companies***
 - Charter Communications
(serve New Hanover County residents)
 - Time Warner Cable
(serve City of Wilmington residents)

Attached as Appendix F is the High-Speed Internet Access report prepared by the E-NC Authority. This report more specifically defines the assets available in our community. In addition to the above named internet service providers, New Hanover County customers also have access to Direcway & Starband high-speed internet service. In New Hanover County 95.66% of households have high-speed internet access.

Also attached as Appendix G is the Telecommunications Inventory Summary for New Hanover County. This summary is also produced the e-NC Authority and reports the central office capability rates, defined as the “percentage of central offices in the county having a service identified as provisioned or engineered in the telecommunications inventory database.” According to the report New Hanover County exceeds the state average in all but one of the key indicators.

Funding Sources

The following represents potential funding sources that may be accessed to support e-Community initiatives, and/or who currently support existing “E” resources.

- **City of Wilmington**
- **New Hanover County**
- **Cape Fear Memorial Foundation**
- **Corporate Sponsors**
- **State and Federal Grants**
- **Other Private Foundations**

Sub-Committee Input

In addition to information gathered from public outreach meetings and surveys, subcommittees were created to brainstorm resources and gaps in the four key focus areas. Their results of their sessions and recommendations were:

Training and Digital Literacy – Current Situation

K-9

All 8th graders must pass a
Computer proficiency test

Cape Fear Community College

Associates Degree

- \$130 per three hours
- Up to \$650 for 15 hours or more

Continuing Education

- Fee based
- Free or low cost
- Free for seniors over 65
- Certificate Programs
- Workshops and Seminars
- Small Business Center

UNCW

Bachelor's and Masters degree programs

Community Based

- **New Hanover County Library**
 - Introductory classes on Mouse skills, Internet and E-mail are offered on a regular basis. Special topic classes are offered periodically.
- **Wilmington AME Zion Housing**
- **YWCA**
 - TechGYRLS
- **Voces Latinos**
 - Computer courses in Spanish

Self-Help Options

- Mavis-Bacon Software
- Gcflearnfree.org
 - Online classes and self-paced tutorials on Microsoft products and Internet
- www.webopedia.com
- www.skype.com
 - Free software and internet phone system
 - Training via conference call
 - Must have broadband access

Language Accessibility/ADA

- Schools are required by law to accommodate persons with disabilities
- Very few courses offered in Spanish
- Very few community based courses offered for persons with disabilities

Under-Developed Community Needs

- Limited training opportunities available
- Need Volunteers
 - Youth
 - Interns
 - Americorps
- Offer basic computer courses for small businesses
 - Quickbooks
 - Web Design
 - Online Opportunities

Sub-Committee Input

Training and Digital Literacy - Recommendations

- Larger screens for persons with limited sight; Jaws – program for blind; wireless keyboards; and track balls for dexterity
- Increase the number of computer training scholarships at CFCC and UNCW
- Look for grant opportunities targeted at getting more computer trainers trained
- Create more internships at the college/university in the area of community computer trainer
- Recommend City of Wilmington make surplus computers available to Community Centers and Public Access sites OR create brokered opportunities to purchase low cost PC options.
- Recommend NHC Schools make existing computers available for community cues after-hours and on weekends
- Take advantage of local organizations for on site training offerings
- Recommend Demo Fair for businesses in collaboration with Partners for Economic Inclusions
- Advertise training opportunities provided by the NHC Senior Center
- Create a directory of training options and publish and distribute to target areas
- Look for opportunities to use Quality Enhancement of Nonprofit Organizations (QENO) at UNCW as a resource

Access – Current Situation

- Multiple Public Access sites exist with a variety of “players” involved
- Access is often at capacity in places such as the Library with over capacity demands
- Plans for more access sites are already in the works in existing public facilities
- Cost of equipment, software and connectivity can be a barrier to individual broadband access
- Lack of “know how” is likely a barrier to access

Access - Recommendations

- Clear definition of where the “urban distressed boundaries” lay in our area
- Clearing house about where to get access in Wilmington/New Hanover County
- More Access Sites within distressed urban areas
- Process for getting good, used PC equipment into the community
- A “program” is needed that ties available resources with awareness and education campaigns that are common regardless of facility or site
- ID “best practices” from other areas doing e-community initiatives and apply to Wilmington
- Use a stratified system for doing community surveys
- Put together a plan for using schools as survey distribution points
- Expand computer availability at the library (hours, locations, equipment)
- Include bus routes on the new GIS map system

Sub-Committee Input

Connectivity – Current Situation

- Broadband Connections are generally available for all residents and businesses in this area
- Cable Modem, DLS and Wireless services are available at various tiers, costs, etc
- Some small businesses don't see reason to be "connected"
- Wireless Connections including free wireless zones are available in limited areas and will likely increase

Connectivity - Recommendations

- Consider agreements between broadband companies and Wilmington Housing Authority and/or other low income housing providers
- Create more demand for connectivity
- Identify and develop program funding/apply for grant funding
- Look at the methods being used in other cities (free, public, private/partnerships)
- Look for corporate sponsorship opportunities for a wireless network

Web Applications – Current Situation

- Existing Government Sites have good sources of information and end user applications
- Simple, low or no cost "office" tools are desirable for both residential and business users and are available (i.e., Google Office)

Web Applications - Recommendations

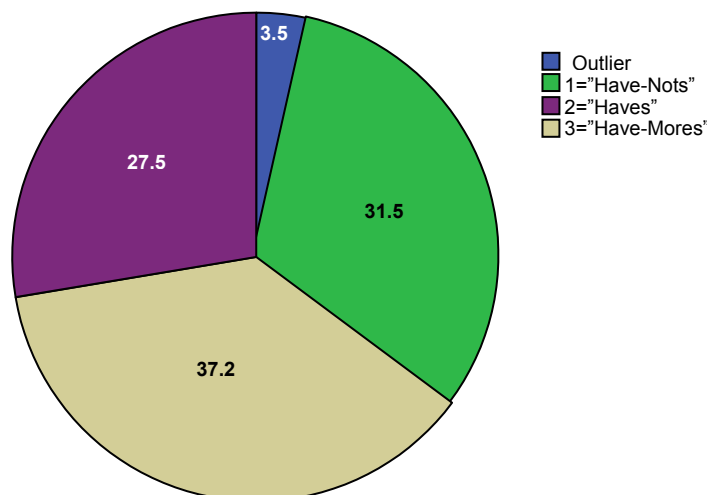
- More of a programmatic approach or "toolkit for the novice internet user or business
- Simple online "How To" tutorials for new users
- Create some school based applications for students (elementary, high school)
- Create checklists for how to get online and negotiate the web
- Create a pool of free computer tech support for new web users
- Community service organizations should expand their applications, (ex, Department of Social Services)

Citizen Survey Results - Summary

As part of the planning process 995 citizens participated in the e-Communities Survey. A two-step cluster analysis divides a sample of a population up into groups of responses that are similar in pattern—that is that the overall pattern of responses on the whole is used to place respondents into different “clusters.” The software (SPSS in this case) can automatically divide the sample into clusters or they may be specified by the analyst. In this case, the analyst specified a division into three clusters. Based on the analysts observations of the results, it was found that in our sample of 995 respondents, 96.5% fell into one of these three clusters (see Figure 1). Just 3.5% were placed in an outlier group, respondents whose pattern was too erratic. This low level of outliers tends to support the validity of the survey instrument. The three clusters were named based on their general IT access and level of digital literacy:

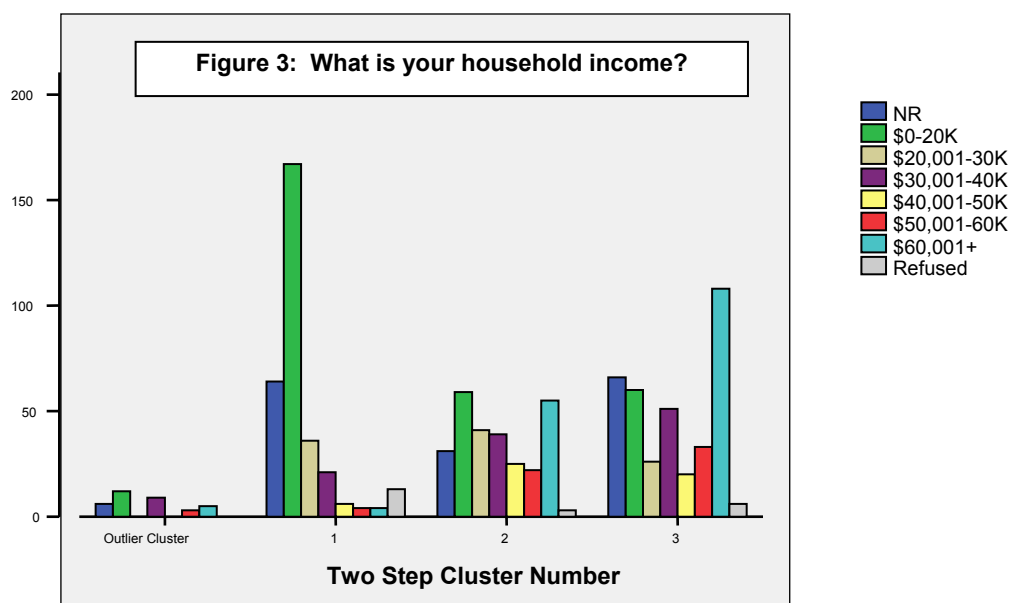
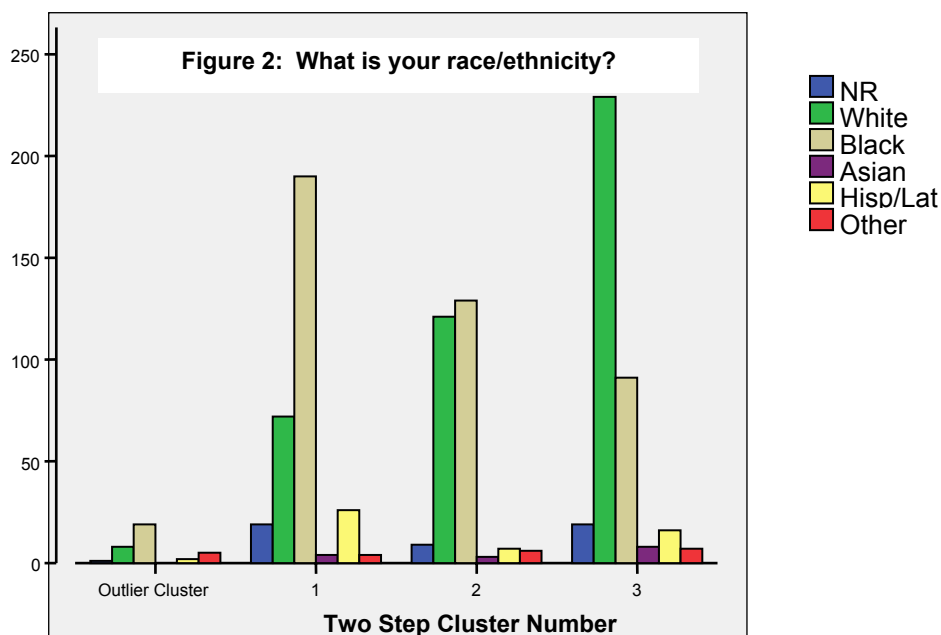
1. **Cluster 1 “Have-Nots”:** 31.7%—Respondents with little or no IT or Internet access other than public access and show little digital literacy in their responses to questions regarding the use of IT. These respondents’ motivation to improve their IT knowledge is demonstrated somewhat by participation, but is generally lower than other respondents.
2. **Cluster 2 “Haves”:** 27.6%—Respondents with private IT and Internet access. These respondents possess reasonable proficiency with IT and navigating the Internet. They also demonstrate a high level of motivation to improve their IT knowledge through reliance on classes or tutoring.
3. **Cluster 3 “Have-Mores”:** 37.2%—Respondents with superior IT and Internet access and knowledge. They are more connected and have faster connections. They are also more wireless than their counterparts. Interestingly, they appear to be entirely self-motivated when it comes to improving their IT knowledge. They show little interest in classes.

Fig. 1: Cluster Percentage Distribution



The fact that nearly one-third of respondents in this sample fell into Cluster 1, generally indicates that there is a great deal of ground to be made up by the community. An analysis of the charts in Figure 2 and Figure 3 further indicates that Cluster 1 also represents a higher percentage of minority individuals as well as individuals with lower incomes. Fortunately, all of the respondents demonstrated in their answers a comprehension of the importance of IT and the Internet and its obvious utility for their families and businesses. It therefore appears that this self-selected sample is motivated and amenable to self-improvement.

The danger lies in assuming that that this self-selected sample can be projected to represent the area's underserved population as a whole. Is there interest in IT and Internet access in this population? These results confirm it. Is that interest significant for the population as a whole? That remains to be seen. A stratified needs assessment for the entire community would provide the best means of determining the level of digital divide that exists in Wilmington.



Wilmington's E-Community Plan

Mission: To be the community facilitator of work done to ensure that the underdeveloped areas of Wilmington are provided the same opportunity to succeed through computer and internet technologies and to champion efforts to bridge the digital divide between the mainstream and underdeveloped areas of Wilmington in the categories of Accessibility, Training and Digital Literacy, Connectivity and Web Application.

Vision: In the year 2010, the city of Wilmington's citizens, regardless of location, race, or level of affluence, have equal opportunity to succeed through the use of computer and internet technology. At least 85% of our citizens are computer savvy and digitally literate; everyone has access to proper computer equipment and the means to stay up-to-date with new technologies as they are introduced. Wilmington has a 100% connectivity rate to the internet and we all are enjoying the use of web applications that raise our levels of effectiveness and improve our quality of life.

Implementation:

This plan has four categories of strategic action that will be taken to ensure that the digital divide that exists now between the mainstream and underdeveloped areas of Wilmington is reduced to what we hope will be an almost unnoticeable gap. The processes by which these action steps will be implemented are as follows:

- 1) A City commission on e-Communities should be formed to lead implementation process. The responsibilities of this team will be to charter action teams, identify and recruit action team members, lead action teams, providing on-going support to the action teams and maintain an implementation road map to help sustain focus and pace. This committee should be chaired by a member of City Council and have the appropriate staff members. This commission will meet once a month and all their meetings will be planned, facilitated and generate action.
- 2) Each initiative will be broken down into the specific tasks that need to be put in place, the specific costs associated with completing them and the specific responsibilities for doing the work and timelines for completion. One by one, these initiative plans will be submitted to City Council for approval to move forward.
- 3) The commission will give quarterly updates to the city manager and to City Council on the progress of the work.

Accessibility

Vision:

Greater Wilmington has programs in place that allow citizens in urban distress areas and other interested citizens the ability to have safe, reasonable and consistent access to a computer and the internet. All available locations throughout the City that provide computers for public use have been identified and are being marketed to the general public. An established process that supports bulk purchase of computers, leverages buying power and offers low income citizens opportunities to purchase equipment is in full operation.

Goals:

By the year 2010:

Infrastructure and Physical Resources:

- We have a low cost bulk computer purchase program for residents living in urban distressed areas
- There is a communication network/marketing program in place that markets the computer access points and opportunities
- We have an established program for using community based locations as tech zones for computer access and training
- We have a facility that provides free access to computers every three miles throughout the city

Management Goals

- The city has a computer liaison position to handle training and computer distribution

Inclusiveness Goals

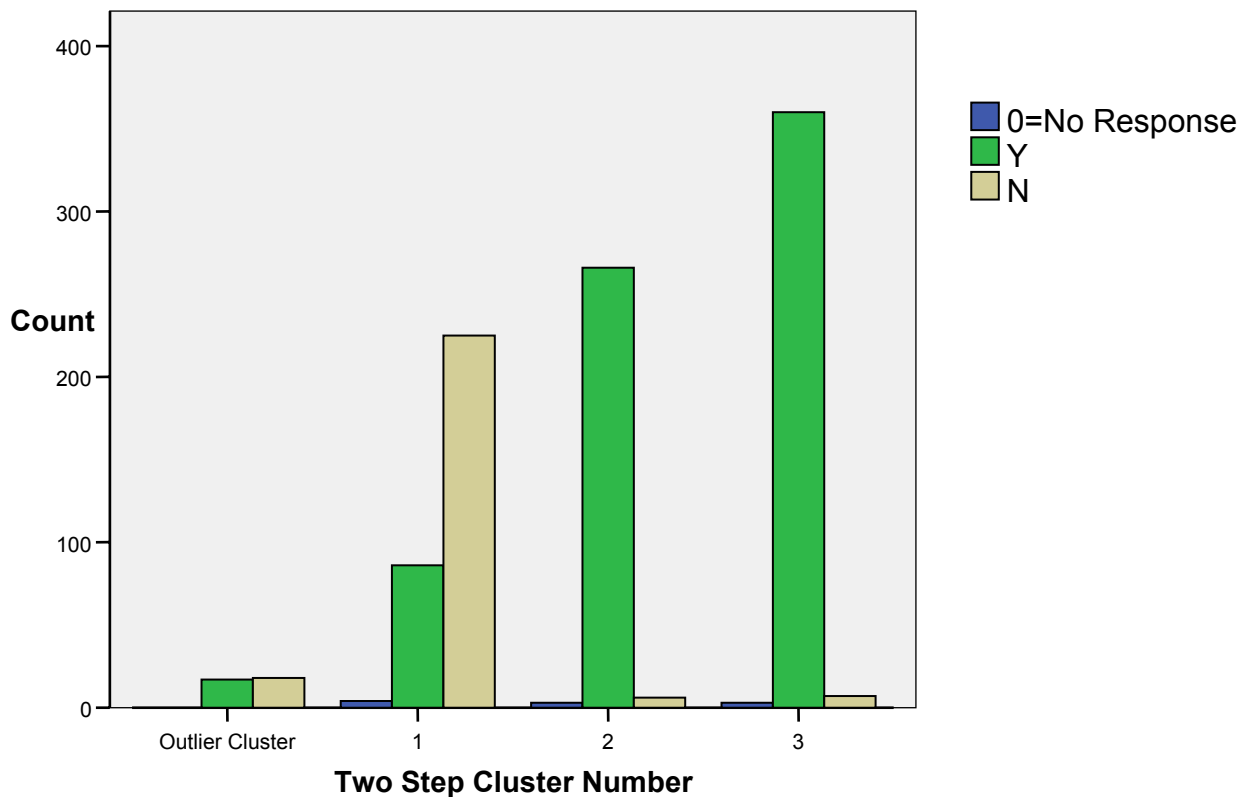
- We have made significant progress to close the gap on major "digital divide" issues

Sustainability Goals

- We have a grant program focused on creating more computer access in the community
- We have created a monitoring system for tracking the use of donated and/or low cost computers and computer access centers
- We are leveraging existing community resources as potential access points for computers and training

Is there a personal computer or laptop in your home?

When addressing the question of accessibility, the following chart clearly demonstrates that the Cluster 1 group or “have nots” are well behind the Cluster 3 group or “have mores” when it comes to computer availability in the home. This demonstrates the need for programs designed to provide low cost computers and provision of access in public locations.



Accessibility

IMPLEMENTATION PLAN					
Priority	Action	Cost	Funding	Stakeholders	Timeline
1 st	Establish a program for using community based organizations and all area resources as access points for computers and training. as well as any community based organization example: churches, schools, friendship houses or resource center safe tech zones	<20K	Private/Non-profit/Public	Government, Non-profit	Sept 2007
2 nd	Create a tracking system that will monitor the usage of donated computers, computer access points and computer training	<20K	Public	Government, Non-profit,	July 2008
3 rd	Create a bulk purchase and service program that provides low cost computers and low cost refurbishment of computers	<50K	Public	Private, Government	July 2007
	Create a volunteer commission and collaborate with local community based group to provide interns and/or staff support toward implementation of this initiative.	>50K	Public/ Nonprofit	Government, Education, Non-profit	July 2007
	Create a marketing plan to advertise computer access points, opportunities and training	<20K	Public	Government, Education, Non-profit	Sept 2007
	Generate grants with the purpose of providing funds to place more public access opportunities to utilize a computer and access internet example: Alamance Co. Schools "thin client"	<20K	Various sources of funding	Government, Non-profit	ongoing
	Expand computer availability at the library, example: hours locations, equipment	<50K	Public	Government, Non-profit,	July 2008
	Create a network of safe zones as access points for computer usage and for computer training	<30K	Coordinated	Government, Non-profit	Sept 2007
Estimated Cost		\$260K			

Training and Digital Literacy

Vision:

The City of Wilmington is supporting and collaborating with community based organizations to provide a network of free, safe, comprehensive resources that allow citizens to be informed, educated and trained in computer basics and general internet knowledge

Goals:

By the year 2010:

Infrastructure & Physical Resources

- We have a curriculum of free basic computer training
- We have a curriculum for advanced computer training for business
- We have a education program focused on how to deal with internet security issues
- We have a network of safe, non-threatening zones and locations for training and access

Management Goals

- We have created a clearinghouse of information about computers, training programs, and services available to the public and business community

Inclusiveness Goals

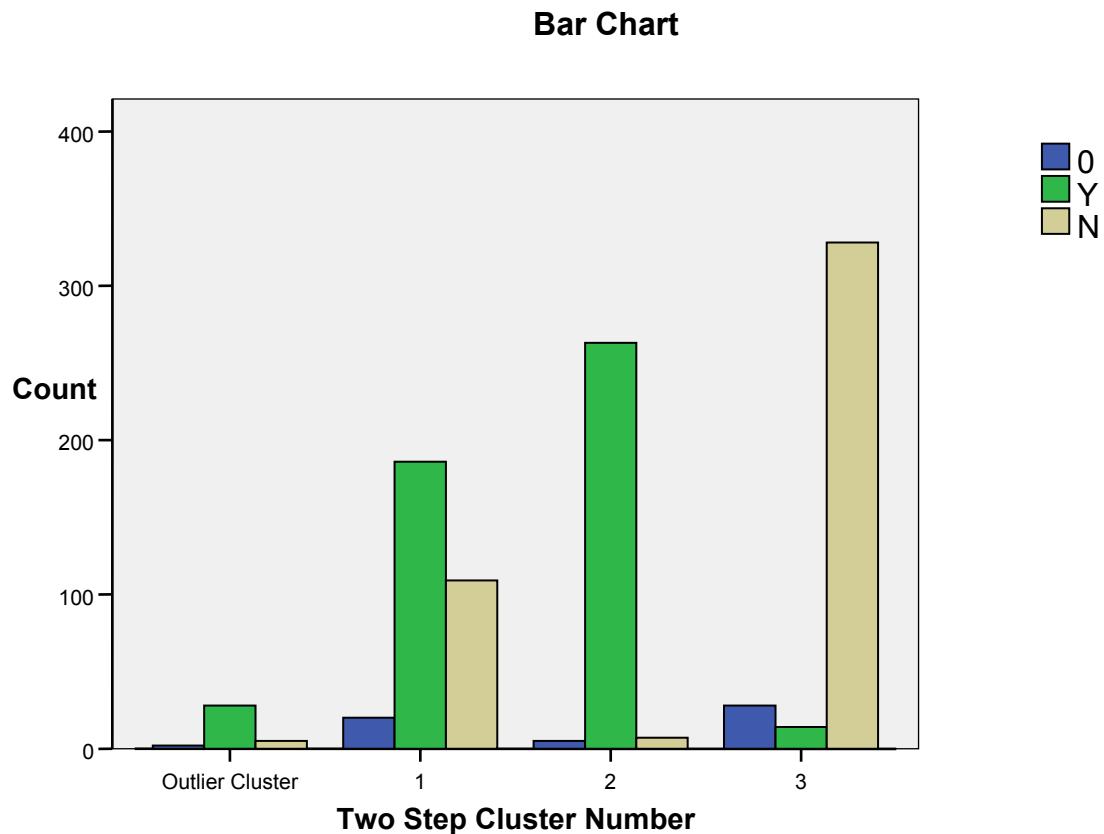
- We have a comprehensive resource of computer trainers at a low cost or free
- We have a home-based training program for computers
- We have taken steps to address the apathy issue around people not wanting to get trained on computers

Sustainability Goals

- We are partnering with community based organizations and using existing resources such as interns and volunteers to provide citizens with necessary training
- We have identified funding sources to support ongoing and expanded training and digital literacy programs

Are you interested in taking computer classes?

This chart reflects that the Cluster 1 and Cluster 2 groups have a high interest in taking computer. The Cluster 3 group appears to be more confident in their computer skills and have not indicated that there is no demand for training for this group. This data supports the need for providing more training and resources in urban distressed areas.



Training and Digital Literacy

IMPLEMENTATION PLAN					
Priority	Action	Cost	Funding	Stakeholders	Timeline
1st	Identify and market a curriculum of free basic computer training, internet and internet security training and provide information (ex. Keyboard usage)	<20K	Coordinated	Education, Non-profit	Sept 2007
2nd	Create a "Clearinghouse" for information about all computer offerings and opportunities in the community that provides a list of computer teachers, trainers and tech support resources	<20K	City	Government, Non-profit	July 2007, then ongoing
3rd	Partner with the colleges and non-profits on creating internship positions for computer trainers in the community such as UNCW, CFCC, Americorps	<20K	City/Higher Education	Government, Education, Non-profit, Private	Summer 2007
	Identify a curriculum for a business focused computer training option, i.e. e-Commerce	<20K	Coordinated	Private, Education, Non-profit	Sept 2007
	Create a home-based option for computer training (tutor program) and identify a resource for free community tech support	<30K	Coordinated	Government, Non-profit	January 2008
	Create public outreach events to provide information and survey citizens on issues they are having with computers and to monitor root causes of computer apathy	<20K	City	Government, Private, Non-profit Education	Fall 2007
Estimated Cost		\$130K			

Web Applications

Vision:

Greater Wilmington is the state wide champion in informing and communicating with our citizens through web based applications and is encouraging local businesses and organizations to follow our lead. All city functions are accessible through the internet. Citizens are paying their bills, applying for work and voicing their opinions to government and private organizations through the internet.

Goals:

By the year 2010:

Infrastructure & Physical Resources

- All city forms, billing and applications are available on-line
- We have more on-line self-help services

Management Goals

- We are consistently upgrading our applications as technology advances

Inclusiveness Goals

- We have a marketing program in place for advertising on-line services and the value they can have
- We are educating community organizations on the value of providing on-line services and how to do it

Sustainability Goals

- We have identified funding sources to help support ongoing implementation and expansion of web applications

Web Applications

IMPLEMENTATION PLAN					
Priority	Action	Cost	Funding	Stakeholders	Timeline
1 st	Create a web application that provides an online database of available community services	<50K	Public/Private	Government, Non-profit	July 2009
2 nd	Create a community training program on all online services available and create a plan to market the services to the entire community	<20K	Public	Government, Education	Sept 2007
3 rd	Expand current online options and methods available through the city, county and community organizations	<50K	Public	Government	Ongoing
	Hold a public roundtable discussion with community banking leaders to identify and reduce barriers to citizens being financially literate and able to conduct transactions on-line	<20K	Public/Private	Government, Education, Private	October 2007
	Conduct annual assessments of web technologies that yield recommendations for upgrades	<20K	Public	Government, Education, Private	Annually in Spring
	Create school-based applications for students and parents	<50K	Public	Government, Education	In Place
Estimated Cost		\$210K			

Connectivity

Vision:

The City of Wilmington is supporting the enhancement of its existing connectivity infrastructure and has helped to create a free wireless network throughout the community. Innovative private/public partnerships are in place that are providing the necessary funding to continually improve the area's ability to stay up-to-date with the latest technologies

Goals:

By the year 2010:

Infrastructure & Physical Resources

- We have more variety and options of connectivity city wide
- We have free wireless access in 100% of the city limits
- We have free wireless throughout Wilmington due to the public/private partnerships in place

Management Goals

- We continue to monitor the connectivity rate of our community through surveys and other methods

Inclusiveness Goals

- We have achieved a 100% connectivity rate in our community

Sustainability Goals

- We have a system for continued monitoring of the e-Communities Plan
- We have identified resources to ensure that the infrastructure to support broadband access continues to be available

Connectivity

IMPLEMENTATION PLAN					
Priority	Action	Cost	Funding	Stakeholders	Timeline
1st	Do an assessment of the current level of connectivity in Wilmington and identify gaps and eliminate them	<20K	City	Government, Private	July 2007
2nd	Create opportunities for public/private partnerships on joint computer network ventures and funding	<50K	Coordinated	Government, Education, Non-profit, Private	Ongoing
3rd	Develop a plan for providing a free wireless network to our entire area	<20K	Coordinated	Government, Private	Plan by Sept 2007
	Research best practices being used in other cities	<20K	Coordinated	Government, Education, Non-profit, Private	July 2007
Estimated Cost		\$110K			

APPENDIX A

Meeting Summaries

The VTA Group

5234 Marina Club Drive ♦ Wilmington, NC 28409 ♦ (910) 792-0773 ♦ Fax (910) 452-5213

September 26, 2006

Summary for the E-Communities Steering Committee Kick-Off Meeting

Accomplishments:

- Gained a shared understanding of the E-Communities concept and how it will apply to Wilmington
- Gained a shared understanding of the role that the steering committee will play in assisting the city staff on the e-communities effort
- Agreed to some additional steering committee members that we need to recruit
- Agreed to task team membership for the Connectivity, Web Applications and Public Access Team, Training and Digital Literacy team and Public Input Event Team

Action List:

<u>what</u>	<u>who</u>	<u>when</u>
Summarize the meeting notes	Todd, Lillie	9-26-06
Recruit additional steering committee members	Lillie, Larry	by 9-30-06
Convene the Connectivity, Web Applications, Public Access Task Team	Larry	by 9-30-06
Convene the Training Task Team	Lillie	by 10-5-06
Convene the Public Input Event Team	Lillie	by 10-5-06
Contact the city of Charlotte on best practices and guidance on our e-communities effort	Lillie, Larry	On-going

Next Steering Committee Meeting:

Date: 10-20-06	Topics:	- Community Input Event
Time: 12:00 – 1:30 PM		- Current state Connectivity, Access, Web
Application,		
Place: Maides Park		- Needs Assessment

Meeting Debrief:

Positives: + Well run
 + Good agenda
 + Good attendance
 + Facilitation
 + People are willing to play
 + Good cross section of community
 + Good food
 + Event covered on news

Improvements: - Start on time

Additional Steering Committee Members to Recruit

- A faith based organization
- A communication based organization – Kelly McNeil
- More underserved community members

Role of the Steering Committee

- Help city staff establish what the current state of Wilmington is around e-community technologies in terms of connectivity, access web application, training and digital literacy
- Help city staff establish what the communities needs are in terms of bring our e-communities technologies up to date with other communities
- Helping city staff hold a community event to gain input from people, businesses and public agencies on the stet of e-community technologies and needs
- Participate in the formation of an on[going plan to bring Wilmington’s technologies up to date and all inclusive
- Continued participation in the implementation of the long-term e-communities plan for Wilmington

Task Teams

Connectivity, Web Applications and Public Access

Members: Larry Bergman, Paul Mazzola, Leslie Stanfield, Dale Smith, Steve Bilzi, Kelly McNeil, Warren Lee, Tom Janiki

Task: Bring back description of current state of our area technology to include what is in place and what is in being worked on. Include in report where we are falling short and recommendations for improvement areas

Key information elements to cover:

- Barriers to access
- List/map of public internet access sites
- WIFI assessment (Is it in place, is it free)
- Equipment assessment (Do people have what they need to get access and connect)
- Applications available at public access sites
- Accessibility to distance learning

Training and Digital Literacy

Members: Lillie Gray, Peter Greer, Alice Sheridan, Macy McCrae, Jennifer Griggs, Raquel Wilson

Task: Bring back description of current state of our area training offerings and the efforts in place to bring up the level of digital literacy. Include assessment of where we might be falling short and recommendation for improvement steps

Key information elements to cover:

- Offerings at schools (K-9, University, CFCC, non-profit)
- Self-help options
- Training offered (where, when, cost)
- Language accessibility issues
- ADA
- Under-developed community needs

Public Outreach and Input

Members: Lillie Gray, Dave Spetrino, Linda Pearce, Christine McNamee, Dr. Earl Sheridan, Tiffanna Bradley, Dorothy Deshields, Irene Edwards, Randolph Keeton

Task: Bring back a proposal for the best way to hold a public input event that is fun, well attended and delivers us input on the e-community needs of Wilmington

Key information elements to cover:

- Have multiple offerings
- Hold focus group/smaller type events
- Develop a survey with a follow up plan
- Communicate the event through schools
- Do communication at public organization events and meetings
- Identify groups to contact about the event
- Use E-NC tools already available
- Put together a location, date and structure for the event
- Have food, fun and giveaways

October 23, 2006

Summary for the 10-20-06 E-Communities Steering Committee Meeting

Accomplishments

- Gained a shared understanding of the current state of available computer training and digital literacy in our area and agreed to some recommended upgrades
- Gained a shared understanding of the current state of web connectivity, access and applications and agreed to some recommended upgrades
- Agreed to a structure and logistics for two community events for receiving citizen input on how to improve our ability to be an inclusive e-community
- Agreed to a list of volunteers to help set up for the community events

Action List

<u>what</u>	<u>who</u>	<u>when</u>
Summarize the meeting notes	Todd	10-24-06
Send the notes to the steering committee members	Lillie	10-24-06
Make upgrades to the committee recommendations	Lillie, Larry	10-26-06
Hold a meeting to start setting up the event	Lillie	10-27-06

Next Meeting of Steering Committee:

Date:	11-17-06	Topics:	- Event Set Up
Time:	12:00 – 1:30 PM		
Place:	Maides Park		

Debrief:

Positives:	+ Good food + On time, on track + On task + Well structured + Good reports + Agenda setting for event	Upgrades:	- Better attendance - People leaving early
------------	--	-----------	---

Committee Report Recommendation Upgrades

(Add to the lists created by the committees)

Web Applications

- Create some school based applications for students (Elem., H.S.)
- Create checklists for how to get online and negotiate the web
- Create a pool of free computer tech support for new web users
- Community service organizations should expand their applications (ex. DSS)

Accessibility

- ID “best practices” from other areas doing e-community type initiatives and apply to Wilmington
- Use a stratified system for doing community surveys
- Put together a plan for using schools as survey distribution points
- Expand computer availability at the library (hour, locations, equipment)
- Include the bus routes on the new GIS map system

Connectivity

- Look at the methods being used in other cities (free, public, private and partnership)
- Look for corporate sponsorship opportunities for a wireless network

Training/Digital Literacy

- Increase the number of computer training scholarships at CFCC and UNCW
- Look for grant opportunities targeted at getting more computer trainers trained
- Take advantage of organizations like the library for on site training offerings
- Create more internships at the college and university for being a community computer trainer
- Advertise and connect people to web offerings like “gcflearnfree.org” (Goodwill)
- Advertise training opportunities provided by the NHC Senior Center
- Create a directory of training options and publish and distribute to target areas
- Look for opportunities to use QENO at UNCW as a resource

Community Event Discussion

What we Want to Find Out from Attendees

- Does improving computer skills and ability to access and use the internet have value?
- What is going on around them in terms of internet use and what are the obstacles to being able to use it effectively?
- What could be done to improve the ability to access and use the internet effectively?

Event Logistics

- Hold two events, one at the Community Boys and Girls Club and one at Brigade Boys and Girls Club
- Community Boys and Girls Club event on Dec, 2 from 11:00 to 1:00PM
- Brigade Boys and Girls Club event on Nov. 28 from 5:30 to 7:30PM
- Provide pizzas, drinks and snacks at both events
- Have give-a-ways/door prizes
- Try to get some form of entertainment for each event

Agenda Content Structure

- Explain what the internet is and how it can impact all people
 - Show specific ways that the internet can help to get jobs
 - Show the ability to gain information
 - Explain the new goals and expectations it drives for students
 - Share the basic computer skills now expected of students
- Explain the digital divide that is occurring across the country and how it can effect everyone
- Answer question s
- Break the group out and ask about obstacles and possible solutions
- Do a demonstration of how to use internet to apply for a job, access credit reports, access information
- Discuss the resources available in the community for training, and access to computers
- Highlight resource people at the event and their resource tables in the room
- Handout the survey to the group and ask to fill out and place in a box in the back of the room

Volunteer Committee to Set up Events

Lillie Gray
Macy McCrae.
Jim Conway

Peter Greer
Jennifer Griggs
Randall Johnson

Alice Sheridan
Raquel Wilson
Kelly McNeil

November 17, 2006

Summary for the 11-17-06 E-Communities Steering Committee Meeting

Accomplishments

- Agreed to the agenda for the community outreach meetings with upgrades
- Agreed to who will present at the community meetings
- Agreed to the task list to get ready for the community meeting
- Established the team of volunteers to take responsibility for event set up actions

Action List:

<u>what</u>	<u>who</u>	<u>when</u>
Summarize the meeting notes	Todd	11-17-06
Follow up with Wayne Loftin on entertainment	Danielle	11-17-06
Place an ad in the Wilmington Journal	Lillie	by 11-17-06
Clear next meeting date with Darrell Legates for conf. call	John	by 11-20-06
Send the meeting notes to the team	Lillie	11-20-06
Draft a giveaway request letter signed by Dr Sheridan	Lillie	11-20-06
Order drinks for the event	Lillie	by 11-27-06
Secure giveaways for the event		by 11-27-06
- Dell	Larry	
- Best Buy	Larry	
- Gift cards	Dale	
Prepare materials for the registration table (nametags, sign in sheet, color dots for breakout, raffle container)	Lillie	by 11-27-06
Secure P.A. system for event	Lillie	by 11-27-06
Bring surveys to the event	Lillie	by 11-27-06
Do radio advertising		
- Don Ansel	Dr. Sheridan, Larry	11-22-06 @ 8am
- Rhonda Bellamy	Dr. Sheridan, Larry	11-27-06
Try to set up a live radio remote at events	Marion	by 11-27-06
Send flyers to organization databases	All	by 11-27-06
Work the registration table	Dorothy, Dave, Pat	At events

	Tufanna	
Set up chairs for event	Dr. Sheridan, Dave	At event
Clean up at event	Larry	At event

Next Meeting:

Date:	12-8-06	Topics:	- Public Event debrief
Time:	12:00 - 2:00 PM		- E-Communities Plan Vision
Statements			
Place:	Maides park		- E-Communities Plan Key Actions
Planning:	Todd, Lillie, Larry		- E-Communities "best practices"
conf. call			

Debrief:

Positives:	+ Got a lot done	Upgrades:	- Better attendance
	+ We know what to do for event		- Earlier meeting notice
	+ Ended on time		
	+ We got volunteers for the event		

Upgrades to the Event Agenda

- Get additional feedback from the group during the demo section
- Allow the Northside Neighborhood Association time for a 30 minute presentation at the end of the event at the Boys and Girls Club

Event Presenters

Computer Demonstration

Larry - main presenter
 Dave - co-presenter at Tues event
 Alice - co-presenter at Sat. event

Break-out Facilitators

Todd
 Larry
 Lillie
 Dale - Sat. event
 Dave - Tues. event

One-on-One Computer Demonstrations

Danielle
 Larry
 Dave
 Alice
 James Conway

Break-out Recorders

Dorothy
 Randolph
 Alice
 Dr. Sheridan

December 5, 2006

Summary for the 11-28-06 E-Communities Community Outreach Meeting

Date, Location and Attendance:

Tuesday November 28, 2006
5:30 - 7:30 PM
Martin Luther King Center
22 citizens



Accomplishments

- Listed the computer needs of the group
- Listed the obstacles preventing the community from using the internet successfully
- Listed the things that could be done to help overcome obstacles to internet use and meet community computer needs

Community Input

What are your compute needs?

- Wireless access in the downtown area
- More information on the wireless capabilities in the a downtown area
- More basic computer training offerings
- Free computer training
- Training for parents on how to set up computer security against viruses and spy ware
- Community facilities to house computers and provide computer access to the community
- A list of where computer access is available to the community with times and days available
- Being able to connect to elected officials through the internet
- How to use the internet to increase membership to organizations

What is preventing you from using the internet successfully?

- Cost of access
- Cost of equipment
- Fear of identity theft
- Knowledge of how to use computers and access the internet safely
- Lack of free training on how to use the internet
- Fear of government intervention and invasion of privacy
- Not being aware of the business opportunities that are available
- Not enough opportunity to learn about the internet and how it can be valuable

What could be done to help you to better use the internet?

- Locate internet hot spots at city facilities such as Maides Park and MLK Center
- Have large wireless coverage in the city
- Have computer training classes for the elderly
- Have a class on internet security and safety
- Classes for adults to train them on how to know what their children are doing on the internet
- Website design classes for business
- City provide web hosting
- Provide information on how to get low cost equipment and internet access
- City sponsored, low cost payment plans
- City based lease program for computers
- Line up grants for non-profit organizations to be able to provide computer labs with internet access
- Information on how to shop for computers and get the most for the money
- Free training for business owners on business applications
- Partnering program with UNCW and CFCC on training and trainers (internships)
- Provide testimonials of computer success stories
- Grants to help put computers in homes of first time home buyers
- Provide computers as incentives to students for good grades
- Provide information on self-help resources provided on line

Summary for the 12-2-06 E-Communities Community Outreach Meeting

Date, Location and Attendance:

Saturday November 28, 2006
11:00 - 1:00 PM
Community Boys and Girls Club
31 citizens



Accomplishments

- Listed the computer needs of the group
- Listed the obstacles preventing the community from using the internet successfully
- Listed the things that could be done to help overcome obstacles to internet use and meet community computer needs

Community Input

What are your compute needs?

- Need a computer for writing research papers
- Need a computer to do business
- Need training for the elderly on computers
- Need better accessibility to computers for the elderly
- Education on how to use the internet applications properly
- Need computers to be successful in college
- Need computers for on-line bill paying
- Need computer for doing on-line job searches
- Need the computer and internet to stay connected to important information
- Computer is a way of keeping up with changes in the community
- Need a computer for record keeping
- Need a computer at home for 24 hour access
- Need a computer to better assess public education and classes

- Need a computer for word processing
- Can get access to teachers online

What is preventing you from using the internet successfully?

- Access to certain websites are blocked
- Cost of equipment
- Lack of knowledge on how to use the internet properly
- Need to have a phone, cable, wireless connection
- Security issues (identity theft)
- Viruses
- Internet predators
- Power surges
- Time limits put on public access computer centers

What could be done to help you to better use the internet?

- Put wireless access in more communities
- Secure grants for facilities and for training
- Provide transportation to computer access points
- Reduce fees for internet access
- Help people to afford computers and put them in homes
- Employers should help provide computers to employees for the home
- Pre-wire housing for computers
- Public/Private partnerships to off-set the cost of the internet
- Provide lower cost options for purchasing laptops (low interest payment plans)
- Public housing should have access in the community centers and individual units wired for computers
- Affordable housing providers should pre-wire houses for computers

December 18, 2006

Summary for the 12-15-06 E-Communities Steering Committee Meeting @ Maides Park

Accomplishments

- A debrief of the two e-communities public outreach meetings
- Agreed to vision elements for the four e-communities plan categories. (Accessibility, Connectivity, Web Application, Training and Digital Literacy)

Action List:

<u>what</u>	<u>who</u>	<u>when</u>
Summarize the meeting notes	Todd	12-18-06
Distribute notes to the team	Lillie	12-19-06
E-mail the survey data access information to the team	Larry	12-19-06
Draft the vision statements for the four categories	Dave	by 12-23-06
Give feedback to the vision drafts	All	by 1-1-07

Next Meeting:

Date:	1-05-07	Topics:	- Goals
Time:	12:00 - 2:00 PM		- Action steps
Place:	Maides Park		
Planning:	Todd, Larry, Lillie		

Debrief:

Positives: + Got a lot done
 + Good food
 + Entertaining
 + Donna's attendance
 + Seeing the survey data and feedback

Upgrades: - Better attendance

Debrief of the Public Input Events

Positives - What we thought went well

- Good comments from the attendees
- Informative program
- Safe climate for participation
- Giveaways (two computers)
- People were interested and wanted to be there
- Perspective of the elderly
- One during the week and one on the weekend
- Locations
- Larry's presentation of the internet

Upgrades - What we thought could have been done better

- More people in attendance
- Cut down on the amount of work responsibilities
- Not many takers on the hands on

Vision Statement Elements (Per Category)

Accessibility

In the year 2009 the following elements are in place:

- We have free wireless throughout Wilmington due to the public/private partnerships in place
- We have closed the gap on all "digital divide" issues
- We have a program for the donation of refurbished computers to those who need them
- The city has a computer liaison position to handle training , and computer distribution)
- There is a communication network/system in place that markets the computer access points and opportunities
- We have an established program for using churches as safe zones for computer access and training
- We have a grant program focused on creating more computer access in the community
- We have created an audit system for tracking the use of donated computers and computer access centers
- We are leveraging existing community resources as potential access points for computers and training

Web Applications

In the year 2009 the following elements are in place:

- We have a marketing program in place for advertising on-line services and the value they can have
- All city forms, billing and applications are available on-line
- We are educating community organizations on the value on providing on-line services and how to do it
- We have more on-line self-help services
- We are consistently upgrading our applications as technology advances

Connectivity

In the year 2009 the following elements are in place:

- We have isolated the gaps to having 100% connectivity in our community and they are eliminated
- We have more variety and options of connectivity city wide
- We have free wireless access in 100% of the city limits

Connectivity

In the year 2009 the following elements are in place:

- We have a comprehensive resource of computer trainers at a low cost or free
- We have a curriculum of free basic computer training
- We have a education program focused on how to deal with internet security issues
- We have a curriculum for advanced computer training for business
- We have created a "clearing house" where information about computers and services, computers and training are available
- We have a home-based trading program for computers
- We have solved the apathy issue around people not wanting to get trained on computers
- We have a network of safe, non-threatening zones and locations for training and access

January 7, 2007

Summary for the 1-5-07 E-Communities Steering Committee Meeting

Accomplishments:

- Agreed to the final vision statements for the four e-communities plan categories. (Accessibility, Connectivity, Web Application, Training and Digital Literacy)
- Agreed to objectives/goals for each e-communities plan category
- Agreed to action steps for each e-communities plan category

Action List

<u>what</u>	<u>who</u>	<u>when</u>
Summarize the meeting notes	Todd	1-7-07
Update the plan with group input and decisions	Lillie, Larry	1-15-07
E-mail draft plan to group for comment	Lillie	1-20-07
Review and comment on draft of plan	All	by 2-2-07

Next Meeting:

Date:	2-2-07	Topics:	- Finalize the plan
Time:	12:00 - 2:00 PM		- Survey results
Place:	Maides Park		
Planning:	Todd, Larry, Lillie		

Debrief:

Positives:	+ Agreed on vision and goals + Good overview of plan + Attendance	Changes	- Do a better job explaining the process
------------	---	---------	--

February 5, 2007

Summary for the 2-2-07 E-Communities Steering Committee Meeting

Accomplishments:

- Gained shared understanding of the contents of the draft e-communities plan
- Agreed to the action steps, cost, responsibilities and timeline for each e-communities plan category
- Agreed to steps to finalize the plan

Action List

<u>what</u>	<u>who</u>	<u>when</u>
Summarize the meeting notes	Todd	2-5-07
Get the definition for "digital divide" to put in the plan	Todd	2-5-07
Make upgrades to the plan based on group's input	Todd, Lillie	2-10-07
Invite the steering committee and the public to the plan presentation to Council	Lillie, Larry	2-10-07
Network with Council to build support for plan	Dr. Sheridan	by 2-12-07
Reprioritize action steps based on input from work groups	Lillie, All	by 2-14-07
E-mail any additional changes to plan to Lillie	All	by 2-14-07
Present plan to City Council for approval	Dr. Sheridan	2-20-07

Next Meeting:

Date:	2-20-07	Topic:	Plan presentation to Council
Time:	6:30 PM		
Place:	City Hall Chambers		

*** Please mark the above date on your calendar. We need the support of the steering committee to help get this plan passed.**

Group Upgrades to the Plan

Overall Adjustments

- More clearly define the e-communities program focus and its target audience in the executive summary and on a page just before the mini-plans
- Reword the access goal to be more realistic

- In the action steps columns change the heading of "responsibility" to "stakeholders" and make the designations within, Government, Education, Non-profit or Private
- Designate a recommended structure for implementation of the plan

Accessibility

- New goal: "We have a facility that provides free access to computers every 3 miles throughout the city
- Add to action #1, "Develop a bulk purchase program that provides low cost computers and low cost refurbishment
- Add to action #5, " Create a grant that funds a program for a "thin client" (access to the internet through another organization's server.
- Add to action #4, ""any community based organization" and "develop a network of friendship houses or resource centers as safe tech zones
- Add to action #2, "create a volunteer commission at the city to oversee the plan implementation

Training

- Combine actions # 3, 4 and 5
- Change develop training to identify training
- Combine actions 2 and 7
- Move action #10 to the accessibility list
- Add to action #1 "non-profits such as Americorp
- Add to action #2 Provide information
- Add to #7, Identify a resource for free community tech support

Web Application

- Change action #2, Create" to "expand"
- New action, Create a web application that provides an online database for community services available
- Combine action #1 and 3 and add "all online services available"
- New action, Hold a public roundtable discussion with community banking leaders to identify barriers to citizens opening accounts and develop solutions to overcome the barriers (to promote online bill paying)

Connectivity

- Combine actions #1 and #2
- Delete action #3

Steps to Finalize the Plan for Approval

- 1 - Make the upgrades to the plan as designated by the group
- 2 - Integrate the input from the work groups into the actions
- 3 - Incorporate the survey analysis and review with the group
- 4 - Review the plan with Sterling Cheatham, City Manager
- 5 - Present to City Council
- 6 - Submit to e-NC Authority

APPENDIX B

Flyers and Press Releases



The City of Wilmington Invites You To:
Join Us For An



Help Us Connect You To
Information and Success

Learn about the Internet and Computers
And Let us Know how the City can Help get you Connected...

**FREE FOOD
ENTERTAINMENT
DOOR PRIZES**

Martin Luther King, Jr. Center
401 South 8th Street
Wilmington, NC
Tuesday, November 28, 2006
5:30 p.m. to 7:30 p.m.



Community Boys and Girls Club
901 Nixon Street
Wilmington, NC
Saturday, December 2, 2006
11:00 a.m. to 1:00 p.m.

Sponsored by



Helping People Bridge the Digital Divide

*For more information contact: Lillie R. Gray, Community Development Manager
Phone: (910) 341-5838 or e-mail: lillie.gray@wilmingtonnc.gov*

For More information:
Lillie Gray at 341-5838

Councilman Sheridan Hosts First of Two e-Fairs

Councilman Earl Sheridan and members of the e-Communities Steering Committee hosted the first of two e-Fairs on Tuesday evening in an effort to spread the word about the importance of internet access. Citizen's who attended Tuesday nights e-Fair at the Martin Luther King Center provided input toward the development of an e-Communities Plan that will create awareness of available technology in the community and identify technology needs such as public internet access sites and computer training.

If you missed the first e-Fair and would like to help the City develop a plan to help improve internet access, it's not too late.

Please plan to attend the second e-Fair scheduled for Saturday, December 2, 2006 at 11:00 a.m. This event will be held at the Community Boys and Girls Club, 901 Nixon Street. Participants will have an opportunity to win a Dell personal computer and other great door prizes. Entertainment will be provided by Leilani Halau Hula and free pizza and drinks will be provided.

FOR MORE INFORMATION: Call 341-5838.



City Manager's Office
Communications Division
PO Box 1810
Wilmington, NC 28402-1810

910 342-2736
910 341-5839 fax
wilmingtonnc.gov
Dial 711 TTY/Voice

FOR IMMEDIATE RELEASE
Sept. 21, 2006

Councilman Sheridan to head up wireless access initiative

The City of Wilmington has been selected as one of two cities to receive a \$5,000 grant to participate in the statewide e-Communities Pilot Program. A local steering committee, led by Councilman Earl Sheridan, will meet Friday at noon at Maides Park to begin developing a plan that will create awareness of available technology in the area and identify technology needs such as public internet access sites and digital literacy training.

Twenty-nine community leaders, including representatives from business, education and non-profit organizations, have been invited to serve on the steering committee.

This initiative also ties in to City Council's June 6 resolution that directs staff to make internet access in public buildings such as recreation centers a priority, and to explore partnerships to increase wireless public internet access, particularly in lower income neighborhoods.

#

For more information, contact City Public Information Officer Malissa Talbert at 342-2736 or 470-8720.

APPENDIX C

Survey Tool

The City of Wilmington is in the process of preparing a plan to address the computer and internet needs of our citizens. The information gathered from this survey will be used to help close the digital divide in our community. Please return survey by November 30, 2006 by placing in the box or by folding, taping and returning to the address on the reverse of this form. Please do not staple. Thank you for taking the time to complete this survey.

1) Is there a personal computer or laptop in your home?

☐ Yes ☐ No

2) If yes, how many? _____

3) What do you use the computer for? (check all that apply)

- ☐ Word processing ☐ Games
☐ Email and communications ☐ Pay Bills
☐ School assignments ☐ Shopping
☐ Work assignments ☐ Job search
☐ Other _____

4) Do you have a phone line in your home?

☐ Yes ☐ No

5) Do you have Cable TV in your home?

☐ Yes ☐ No

6) If you do not have a computer at home why not? (check all that apply) SKIP TO QUESTION #11

- ☐ I can use it somewhere else. Where? _____
☐ Not enough time ☐ Not useful
☐ Cost, too expensive ☐ Privacy concerns
☐ Not user friendly, too difficult ☐ Don't know much about it
☐ Concerns about my children accessing computers
☐ Other _____

7) Do you have Internet access from your home?

☐ Yes ☐ No

8) If yes, how much are you currently paying per month? _____

9) Which of the following best describes your internet connection?

- ☐ Dial Up Modem ☐ Cable
☐ DSL ☐ Wireless
☐ ISDN ☐ Don't know

10) How much time does your household spend on the Internet during a week?

- ☐ 0 to 3 hours ☐ 4 to 7 hours ☐ 8 or more hours

11) How would you rate your knowledge of wireless technology?

- ☐ None ☐ Somewhat ☐ Expert

12) If you are not using wireless technology, would you be interested in using it?

☐ Yes ☐ No

13) If yes, how much would you be willing to pay? \$ _____/month.

14) Would you be interested in taking computer classes?

☐ Yes ☐ No

15) If yes, what times?

- ☐ Morning ☐ Afternoon ☐ Evening ☐ Weekends

16) If yes, where would you like to take them? (Check all that apply)

- ☐ Library ☐ Community Center

☐ Cape Fear Community College ☐ UNCW

☐ Other _____

17) If no, your biggest obstacle to taking a class is:

- ☐ Child care ☐ Cost
☐ Transportation ☐ Fear of the unknown
☐ Time off from work or away from family
☐ Other _____

18) Do you own a business?

☐ Yes ☐ No

19) If yes, would your business benefit from?

- ☐ Training on how to use computers and the internet
☐ Learning how to use the internet for sales
☐ Website design
☐ Services such as computer repair, troubleshooting, and network administration
☐ Web hosting services

20) If yes, does your business have a website?

☐ Yes ☐ No

21) What is your age group?

- ☐ 18 or under ☐ 19-30 ☐ 31-40 ☐ 41-50 ☐ 51-60 ☐ 61+

22) What is your Race/Ethnicity?

- ☐ White ☐ Black ☐ Asian ☐ Hispanic/Latino ☐ Other _____

23) What is your household income?

- ☐ \$0 - \$20,000 ☐ \$20,001 - \$30,000
☐ \$30,001 - \$40,000 ☐ \$40,001 - \$50,000
☐ \$50,001 - \$60,000 ☐ \$60,001 +

24) What is your zip code? _____

25) How do you think the City of Wilmington can improve public access to the internet?

La ciudad de Wilmington se encuentra en el proceso de preparara un plan sobre la tecnología que necesitan nuestros ciudadanos. La información que se reúna a través de esta encuesta será utilizada para ayudarnos a disminuir la división de tecnología digital que existe en nuestra comunidad. Queremos asegurarnos que todos los ciudadanos tengan oportunidad de acceder a internet, computadoras y entrenamiento. Reciba nuestro agradecimiento anticipado por tomar parte de su tiempo para completar esta encuesta. Por favor regrese la encuesta completa antes del 30 de noviembre, 2006 (incluido).

Encuesta e-Comunidades de ciudadanos

1) ¿Tiene usted una computadora personal o un laptop en su casa?
☐ Si ☐ No

2) Si la respuesta es si, ¿Cuántas? _____

3) ¿Para que utiliza usted la computadora? (marque todos los que apliquen)

- ☐ Procesador de palabras ☐ Juegos
☐ Email y comunicación ☐ Pagar las cuentas
☐ Tareas escolares ☐ Compra
☐ Trabajo ☐ Buscar Empleo
☐ Otros _____

4) ¿Usted tiene teléfono en su casa?

☐ Si ☐ No

5) ¿Usted tiene televisión por cable en su casa?

☐ Si ☐ No

6) Si usted no tiene computadora en su casa ¿Por qué no?
(Marque todos los que apliquen) **SALTE A LA PREGUNTA #11**

☐ Puedo usarla en otro lugar. ¿Dónde? _____

- ☐ No tengo suficiente tiempo ☐ No es útil
☐ Costo, demasiado costosa ☐ Me preocupa la privacidad
☐ No es fácil, es muy difícil ☐ No se mucho acerca de eso.

☐ Me preocupa que mis hijos accedan a las computadoras

☐ Otros _____

7) ¿Tiene usted acceso a internet en su casa?

☐ Si ☐ No

8) Si la respuesta es afirmativa, ¿actualmente, cuánto paga mensualmente? _____

9) De las conexiones de internet listadas a continuación, ¿Cuál describe mejor su conexión?

- ☐ MODEM de Tono ☐ Cable
☐ DSL ☐ Inalámbrico
☐ ISDN ☐ No sé

10) Durante la semana, ¿Cuánto tiempo pasan en su hogar conectados a internet?

☐ 0 a 3 horas ☐ 4 a 7 horas ☐ 8 o mas horas

11) ¿Como clasificaría usted su conocimiento sobre tecnología inalámbrica?

☐ Ninguna ☐ Algo ☐ Experto

12) Si usted no esta utilizando tecnología inalámbrica, ¿Estaría interesado en utilizarla?

☐ Si ☐ No

13) Si la respuesta es afirmativa, ¿Cuanto estaría usted dispuesto a pagar? \$ _____/mes.

14) ¿Estaría usted interesado en tomar clases de computación?

☐ Si ☐ No

15) Si la respuesta es afirmativa, ¿A que hora?

☐ Mañana ☐ Tarde ☐ Noche ☐ Fin de Semana

16) Si la respuesta es afirmativa, ¿Donde le gustaría tomarlas?
(Marque todas las que aplique)

- ☐ Biblioteca ☐ Centro Comunitario
☐ Cape Fear Community College ☐ UNCW
☐ Otros _____

17) Si la respuesta es negativa, su mayor obstáculo para tomar las clases es:

- ☐ Cuidado de los Niños ☐ Costo
☐ Transporte ☐ Miedo a lo desconocido
☐ Tiempo que tiene que tomar del trabajo o de la familia
☐ Otros _____

18) ¿Tiene usted negocio propio?

☐ Si ☐ No

19) Si la respuesta es positiva, se beneficiaría su negocio de:

- ☐ Entrenamiento sobre como utilizar la computadora y el internet
☐ Aprender como utilizar el internet para ventas
☐ Diseño de páginas web
☐ Servicios como arreglo de computadora, solución de problemas, y administración de trabajos en red
☐ Servicios de hospedajes de páginas web

20) Si la respuesta es afirmativa, ¿Tiene su negocio página web?

☐ Si ☐ No

21) ¿En cuál grupo de edad se encuentra usted?

☐ 18 o menor ☐ 19-30 ☐ 31-40 ☐ 41-50 ☐ 51-60 ☐ 61+

22) ¿A cuál raza/etnia pertenece usted?

☐ Blanco ☐ Negro ☐ Asiático ☐ Hispano/Latino ☐ Otros _____

23) ¿Cuál es el ingreso en su hogar?

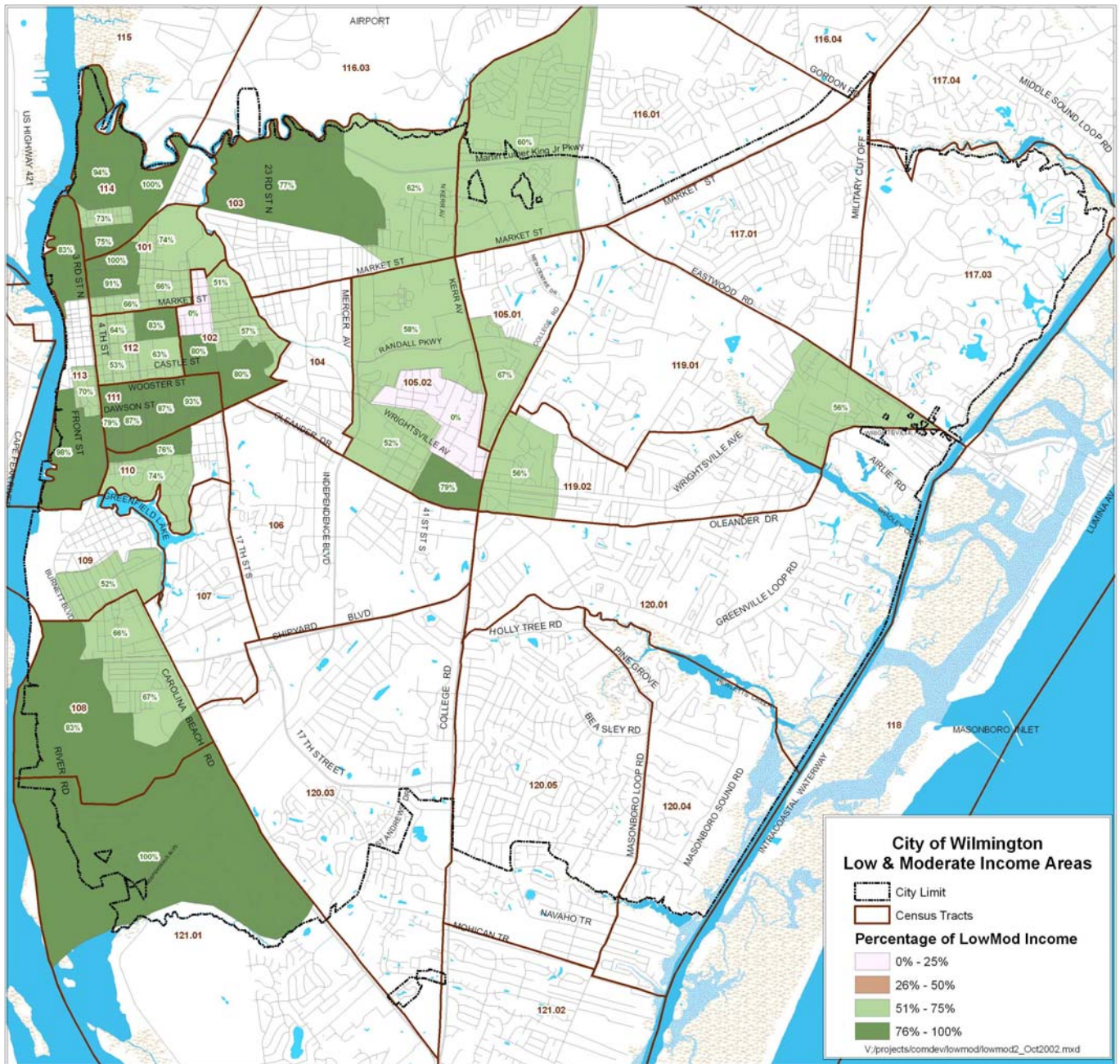
- ☐ \$0 - \$20,000 ☐ \$20,001 - \$30,000
☐ \$30,001 - \$40,000 ☐ \$40,001 - \$50,000
☐ \$50,001 - \$60,000 ☐ \$60,001 +

24) ¿Cuál es su zip code? _____

25) ¿Cómo piensa usted que la ciudad de Wilmington puede mejorar el acceso público a internet?

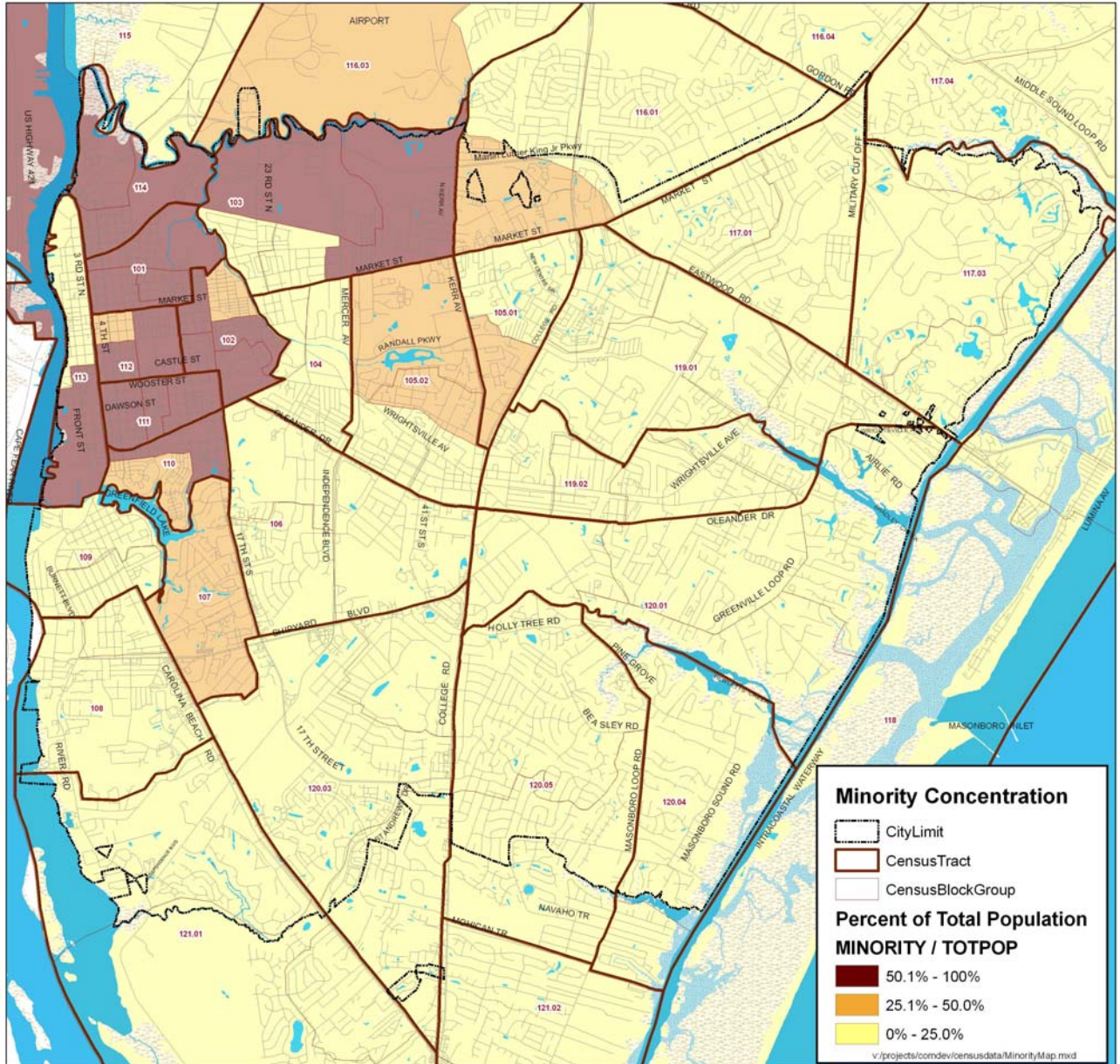
APPENDIX D

Urban Distressed Areas



APPENDIX E

Minority Concentration



APPENDIX F



High-Speed Internet Access in North Carolina

New Hanover County

Urban – Tier 5
Median Household Income - \$40,172
Population – 168,088
Households – 71,492
High-Speed Internet Access – **95.66%**

Access Providers

Cable

Households with Access – **74.27%**

Charter Communications and Time Warner have cable TV franchises in New Hanover County.

Charter provides cable modem access in Carolina Beach, Fort Fisher AFB, and Kure Beach.

Time Warner provides cable modem access in the Castle Hayne, Wilmington, Wrightsville Beach and areas of New Hanover County.

Telcos

Households with Access – **95.66%**

Bellsouth provides telephone access in New Hanover County.

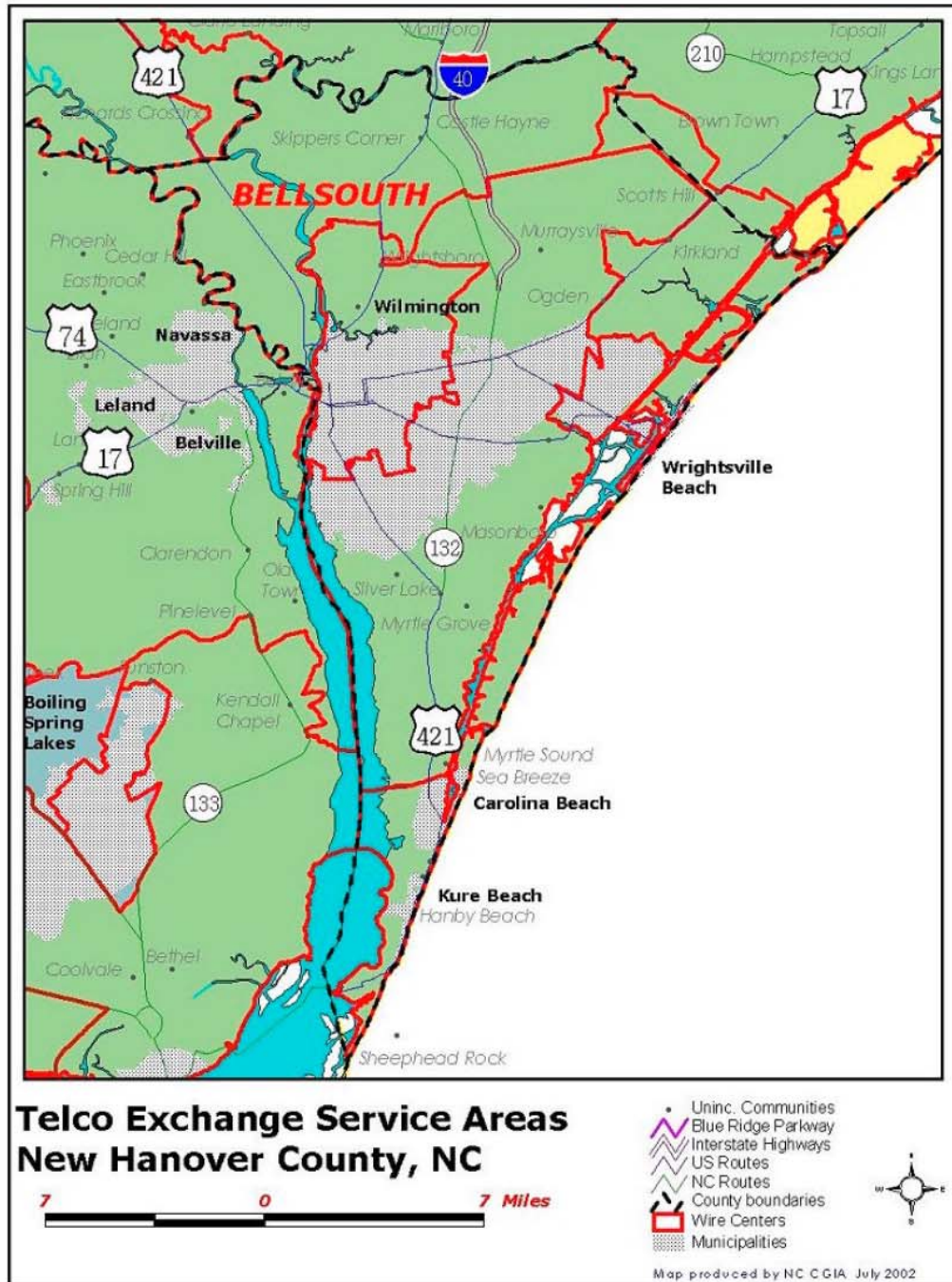
Bellsouth provides DSL access to areas of the Carolina Beach, Castle Hayne, Wilmington and Wrightsville Beach exchanges and to areas of New Hanover County served by the Scotts Hill exchange.

Satellite

New Hanover County customers with a clear view of the southern sky have access to Direcway & Starband high-speed Internet service.

Wireless

Communication Specialist www.comspeco.net provide wireless high-speed Internet access providers in the Wilmington area of New Hanover County.



APPENDIX G

North Carolina Telecommunications Infrastructure and Services		KPMG Consulting
County Inventory Summary	March 2002	Public Services

Telecommunications Inventory Summary for New Hanover County, North Carolina

New Hanover County reported the following central office facility-capability rates, as shown in Table 1. For the purposes of this report, a capability rate is defined as the percentage of central offices in the county having a service identified as provisioned or engineered in the telecommunications inventory database. Cable modem service is available in the County. Cable modem service was reported available in 70% of North Carolina's Southeast Regional Economic Development Partnership counties.

Table 1
Deployment Rate of Services Provisioned or Engineered
Percentage of Central Offices

	Cable Modem	ATM	DSL	Frame Relay	ISDN BRI	ISDN PRI	DS-0	DS-1	DS-3	OC-3	OC-12	OC-48
North Carolina's Southeast	70	71	71	89	73	43	98	98	94	68	90	68
New Hanover County	Yes	100	100	100	100	0	100	100	100	100	100	100

* Cable Modem Services are noted as percentage of counties reporting service within the region

Table 2
Statewide Service Capability for All North Carolina Central Offices

	ATM	DSL	Frame Relay	ISDN BRI	ISDN PRI	DS-0	DS-1	DS-3	OC-3	OC-12	OC-48
Average Percent of Central Offices Provisioned or Engineered	51	46	79	89	65	99	98	95	80	67	61

North Carolina Telecommunications Infrastructure and Services		KPMG Consulting
County Inventory Summary	March 2002	Public Services

New Hanover County reported a central office facility-capability rate that was **higher** than the state average, in the following service categories:

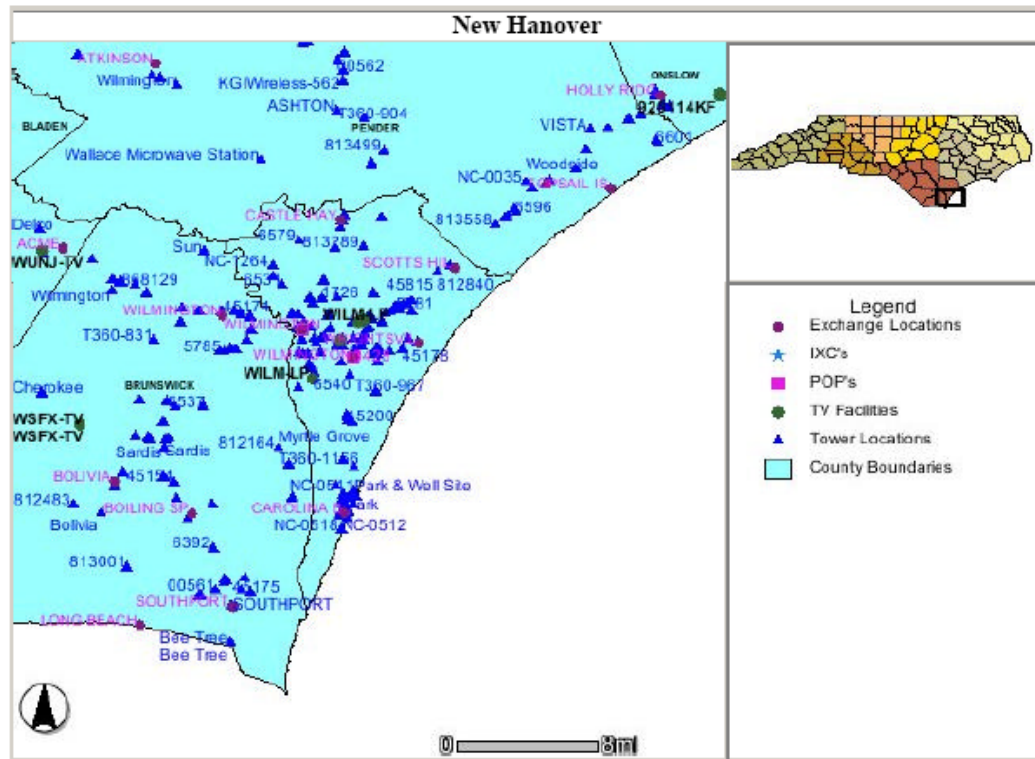
- ATM
- DSL
- Frame Relay
- ISDN BRI
- DS-0
- DS-1
- DS-3
- OC-3
- OC-12
- OC-48

New Hanover County reported a central office facility-capability rate that was **lower** than the state average, in the following service category:

- ISDN PRI

North Carolina Telecommunications Infrastructure and Services		KPMG Consulting
County Inventory Summary	March 2002	Public Services

New Hanover County Map With Key Infrastructure Inventory Components

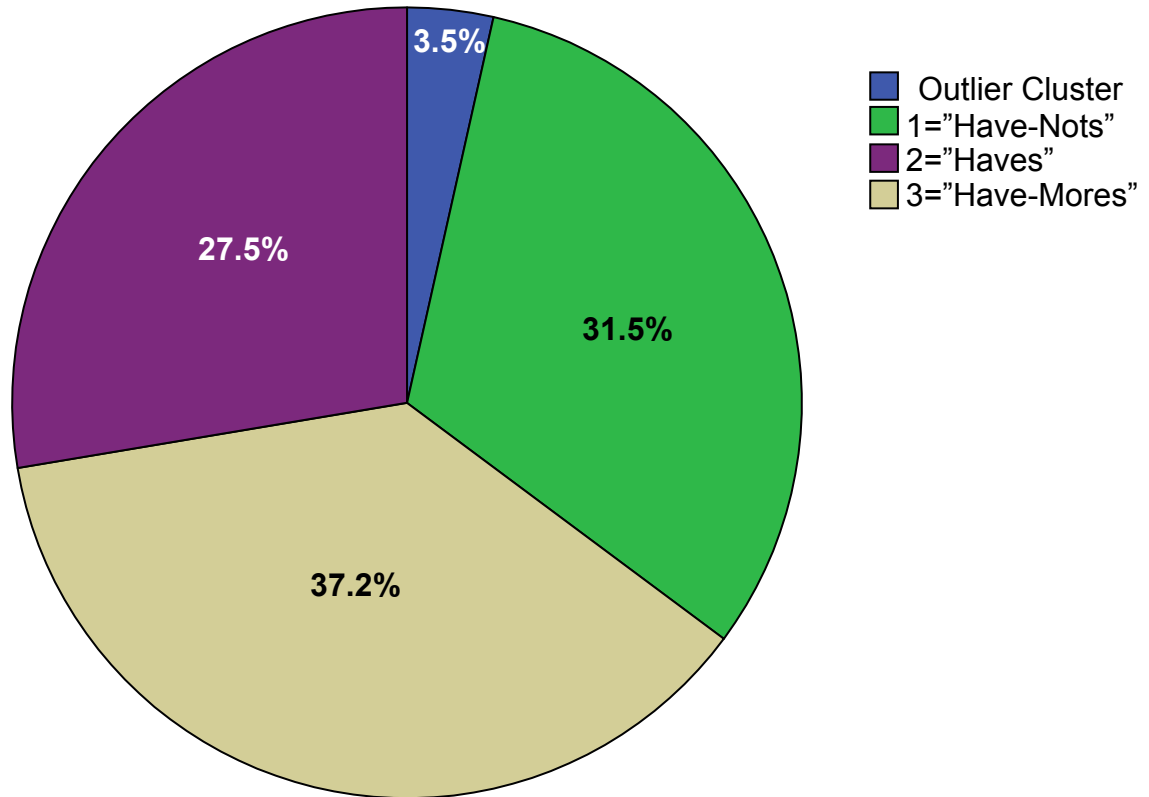


APPENDIX H

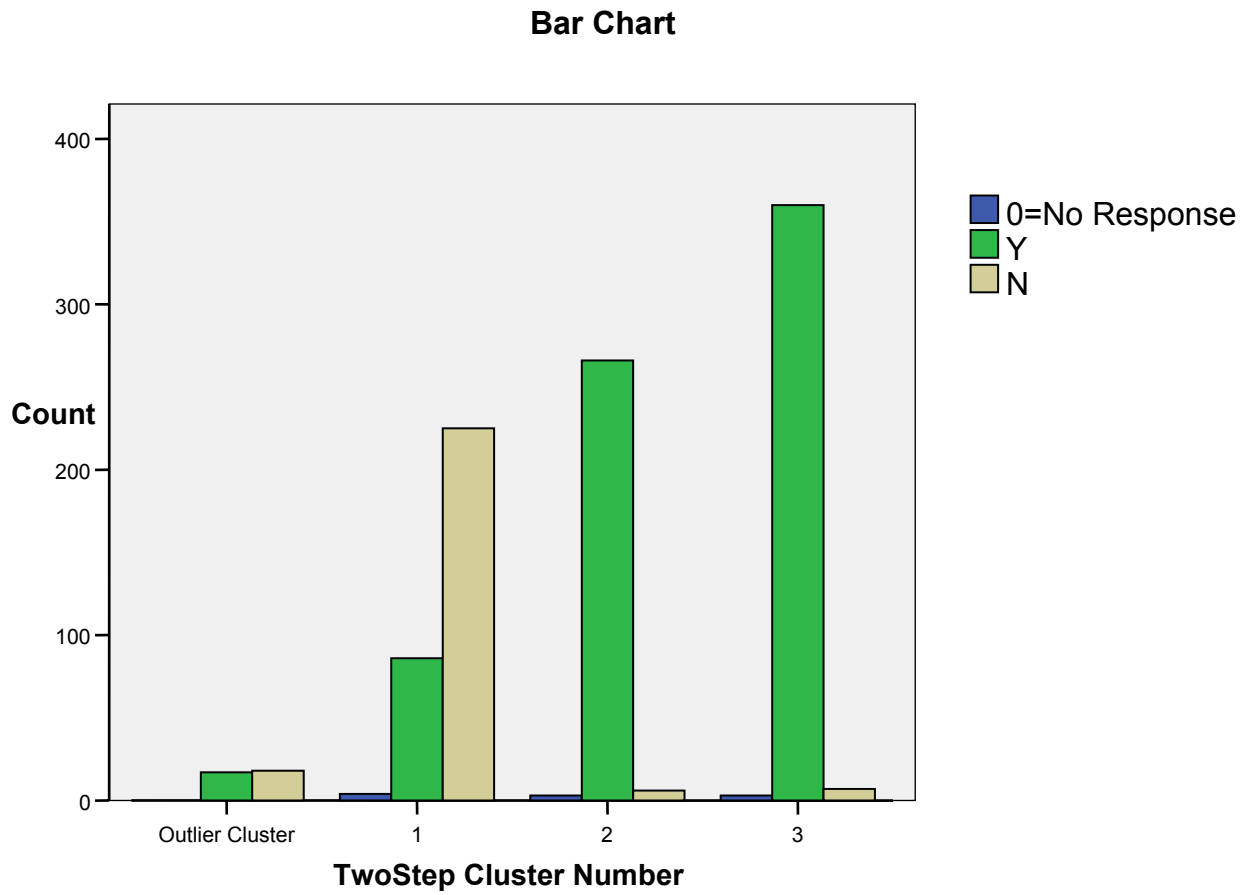
Survey Results

Survey Response Frequencies by Cluster Number

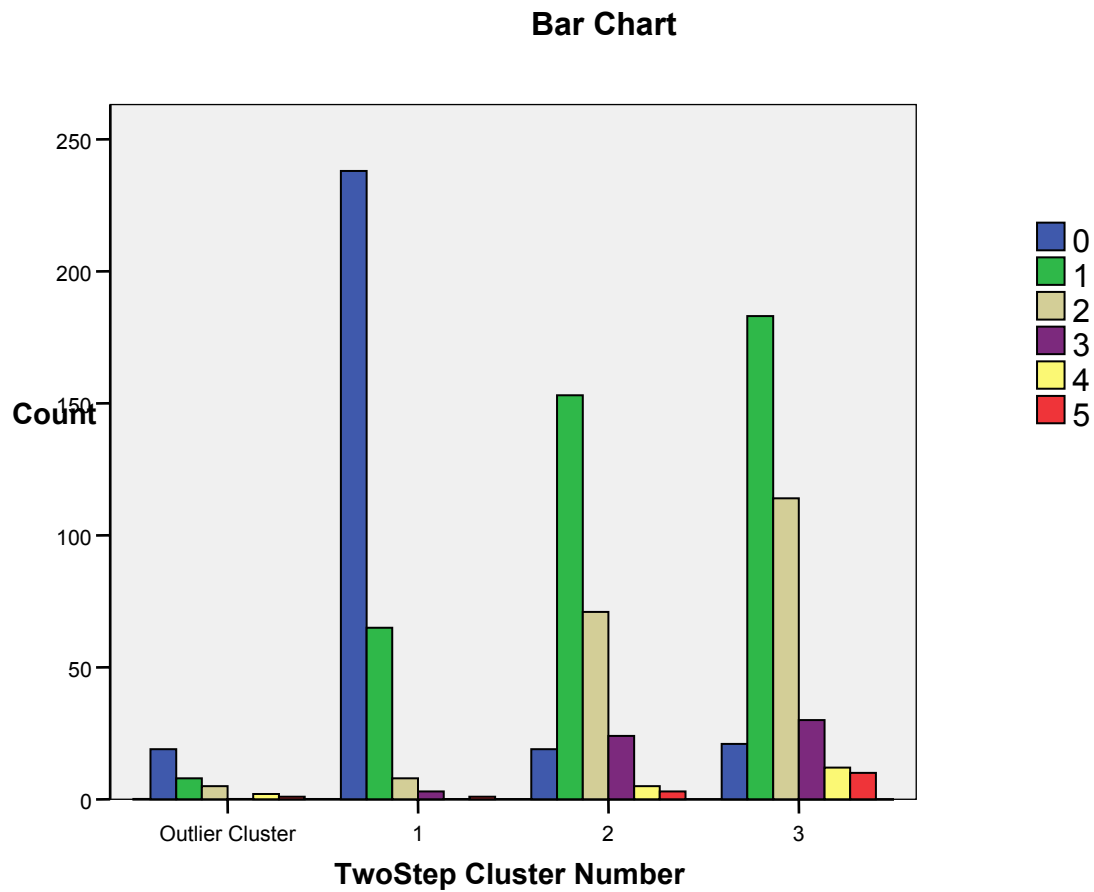
Fig. 1: Cluster Percentage Distribution



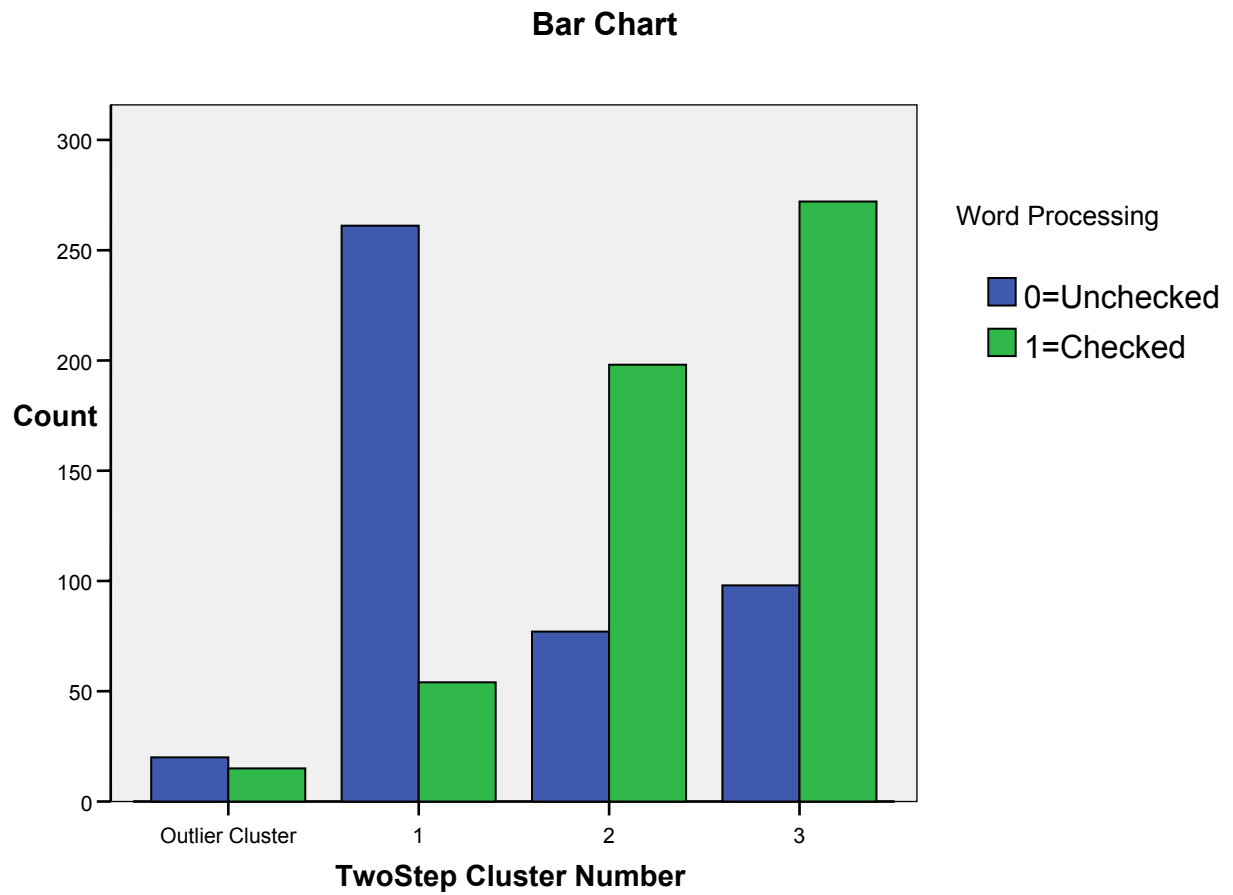
Response Frequencies, Fig. 2:
Is there a personal computer or laptop in your home?



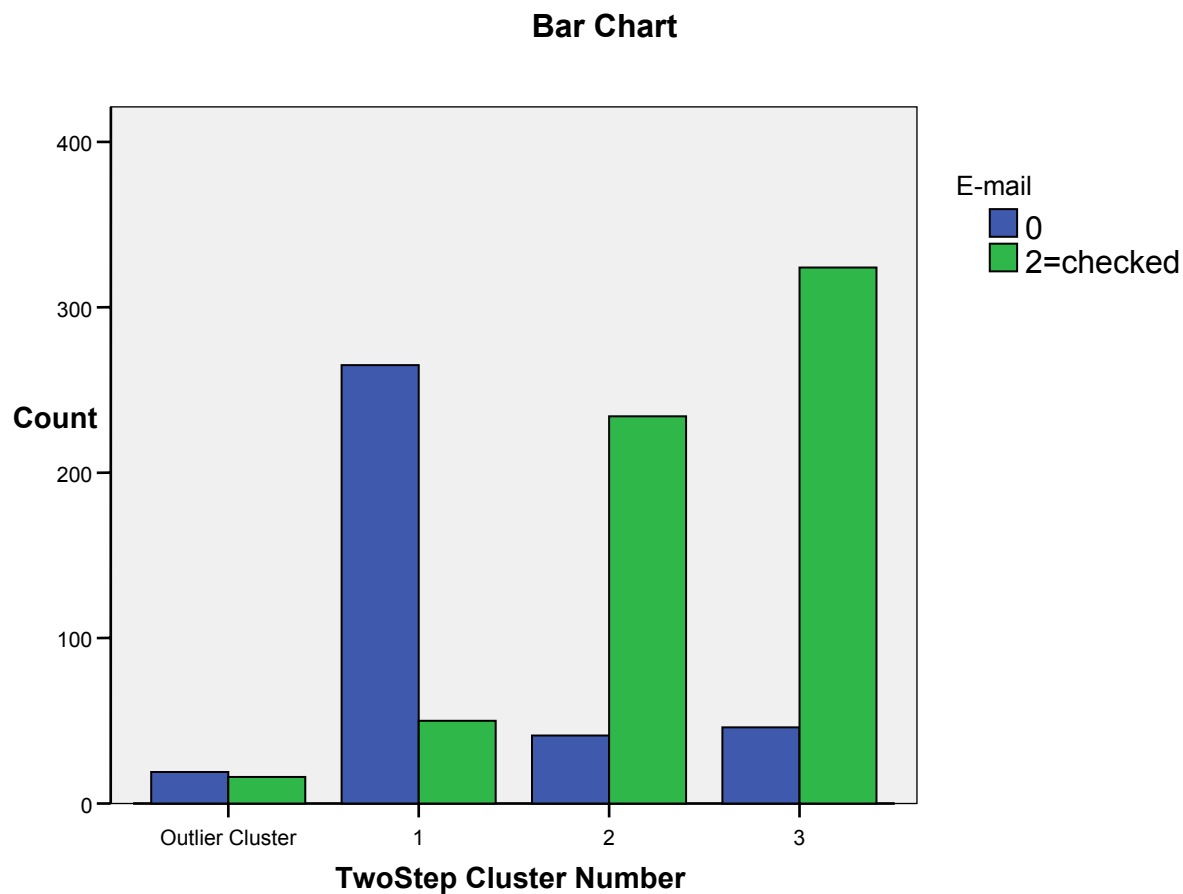
Response Frequencies, Fig. 3: If you answered yes, how many computers or laptops total do you have in your home?



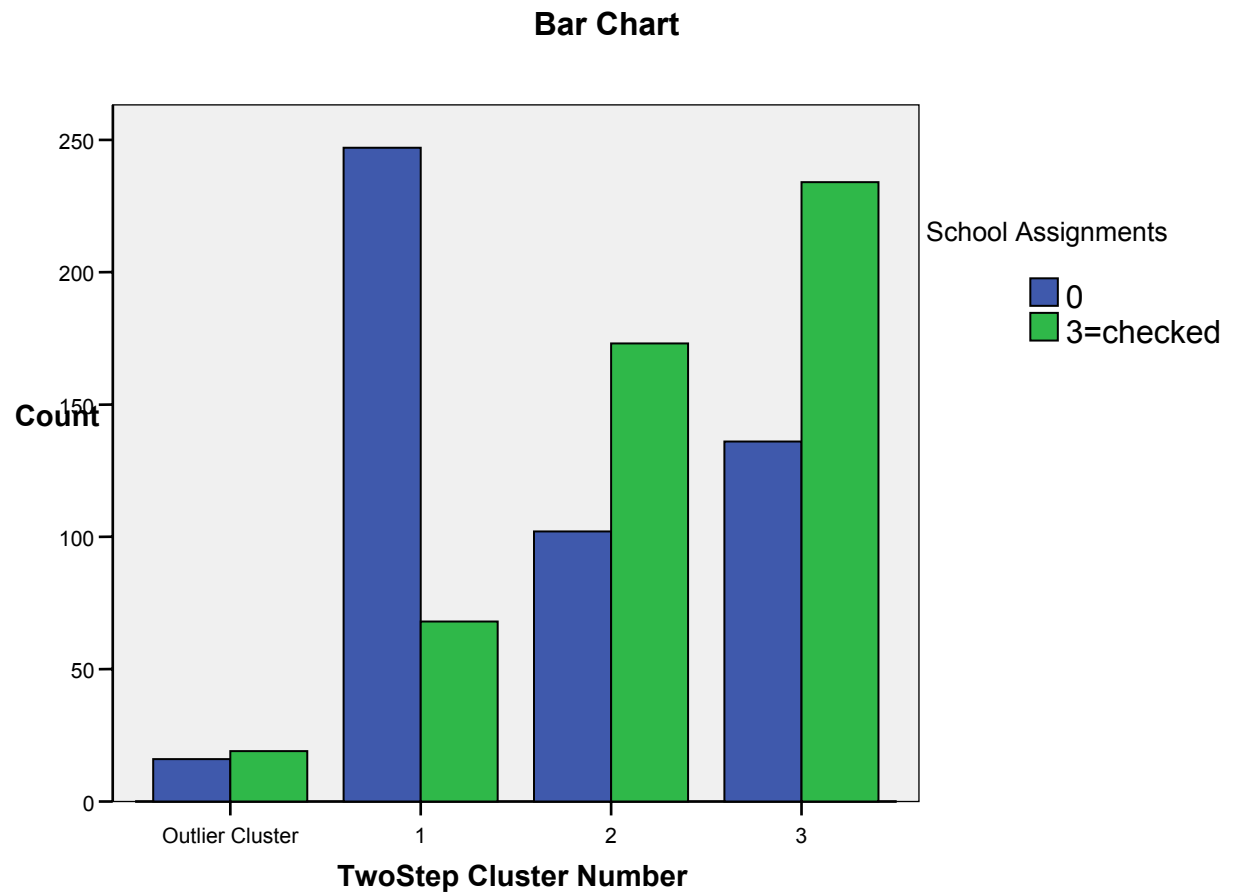
Response Frequencies, Fig. 4:
Again if you answered yes in the first question,
What do you use the computer for? Word Processing



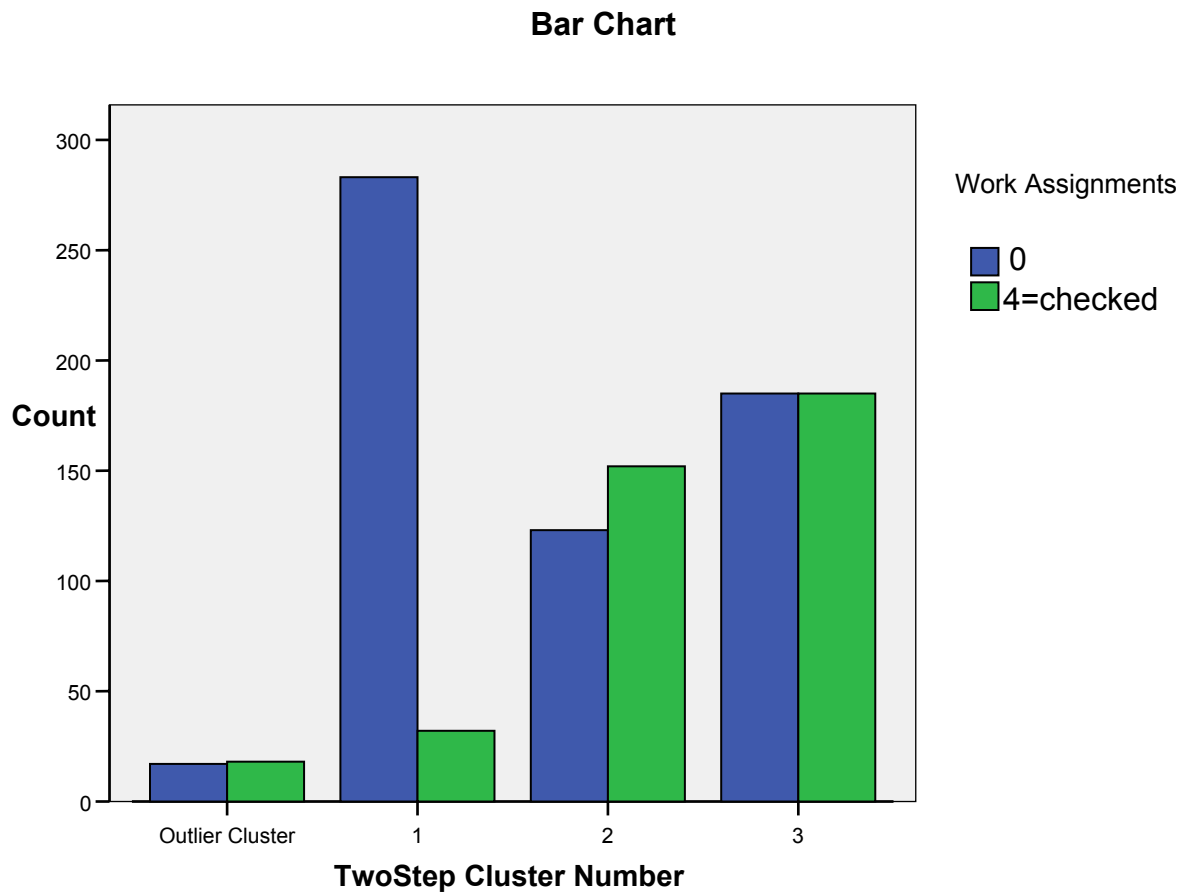
Response Frequencies, Fig. 5:
Again if you answered yes in the first question,
What do you use the computer for? E-mail



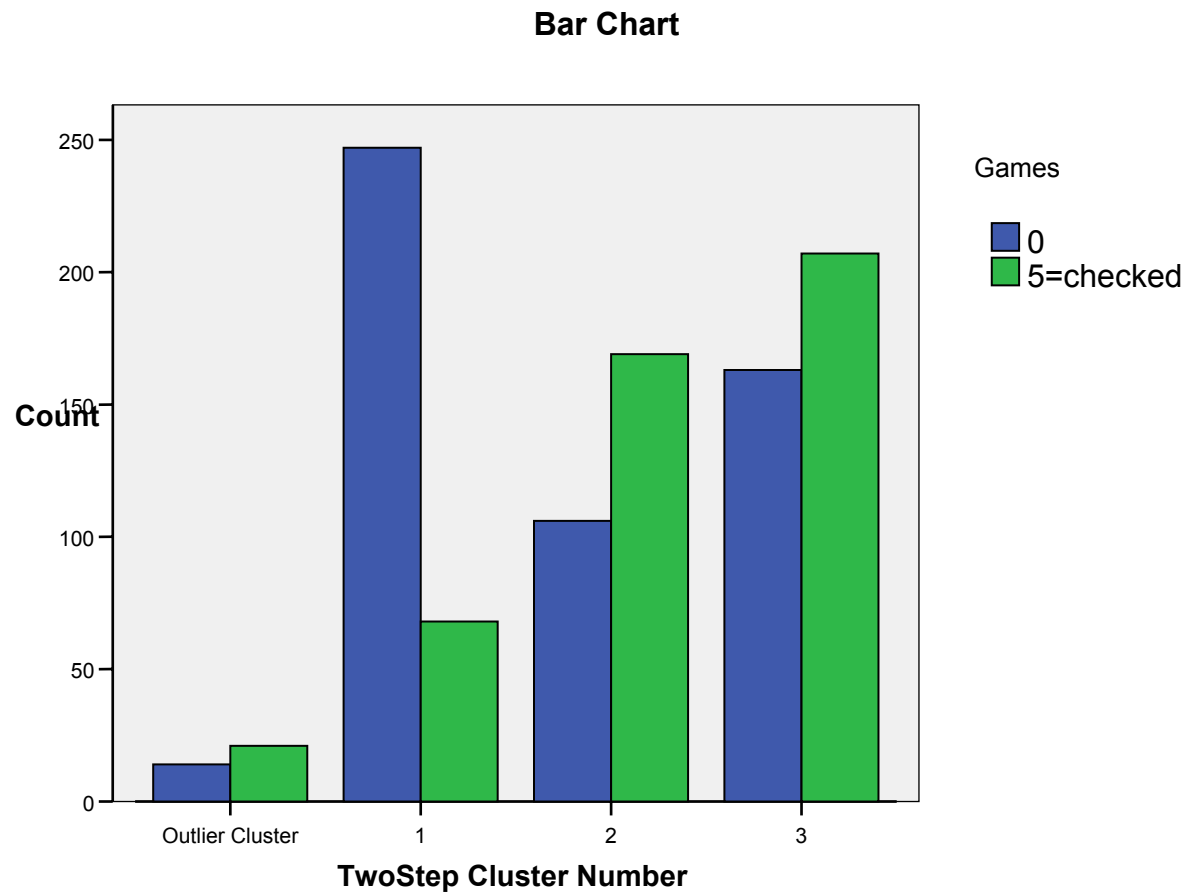
Response Frequencies, Fig. 6:
Again if you answered yes in the first question,
What do you use the computer for? School Assignments



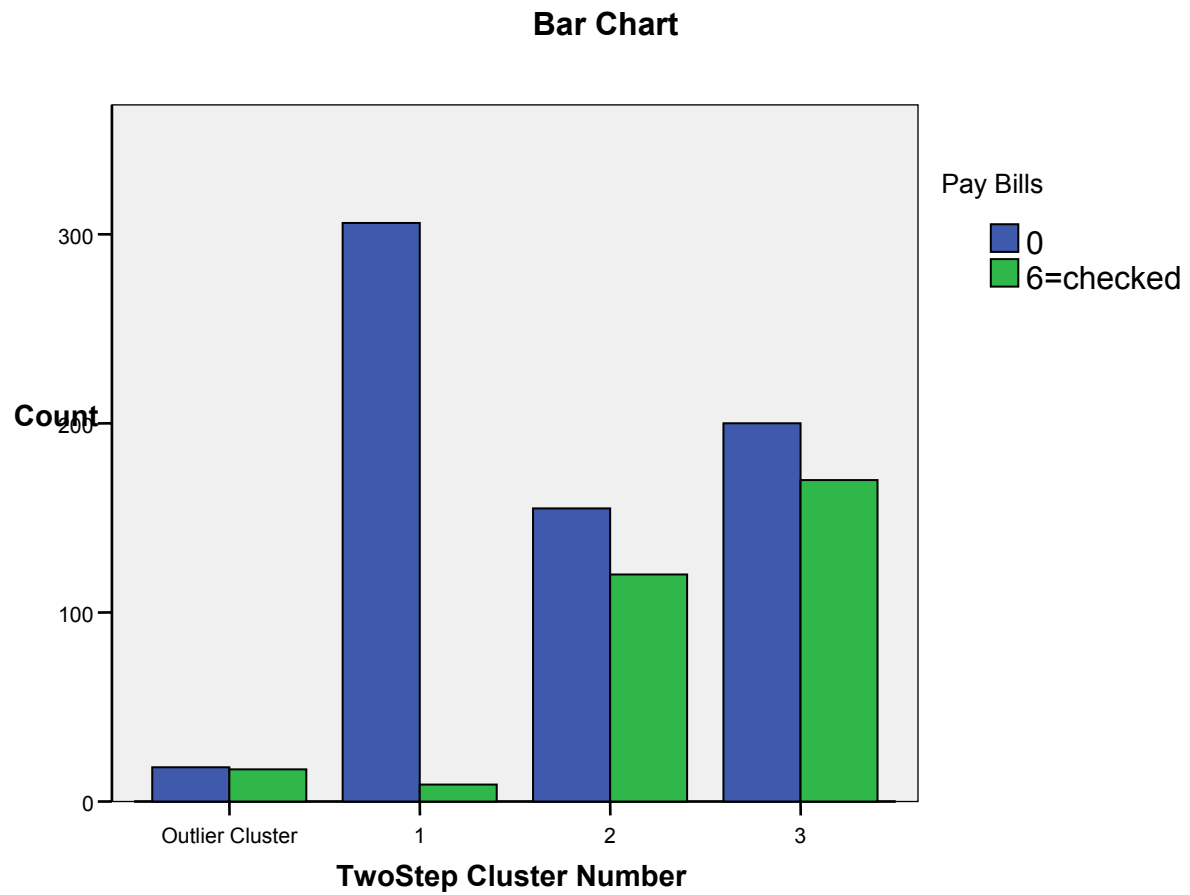
Response Frequencies, Fig. 7:
Again if you answered yes in the first question,
What do you use the computer for? Work



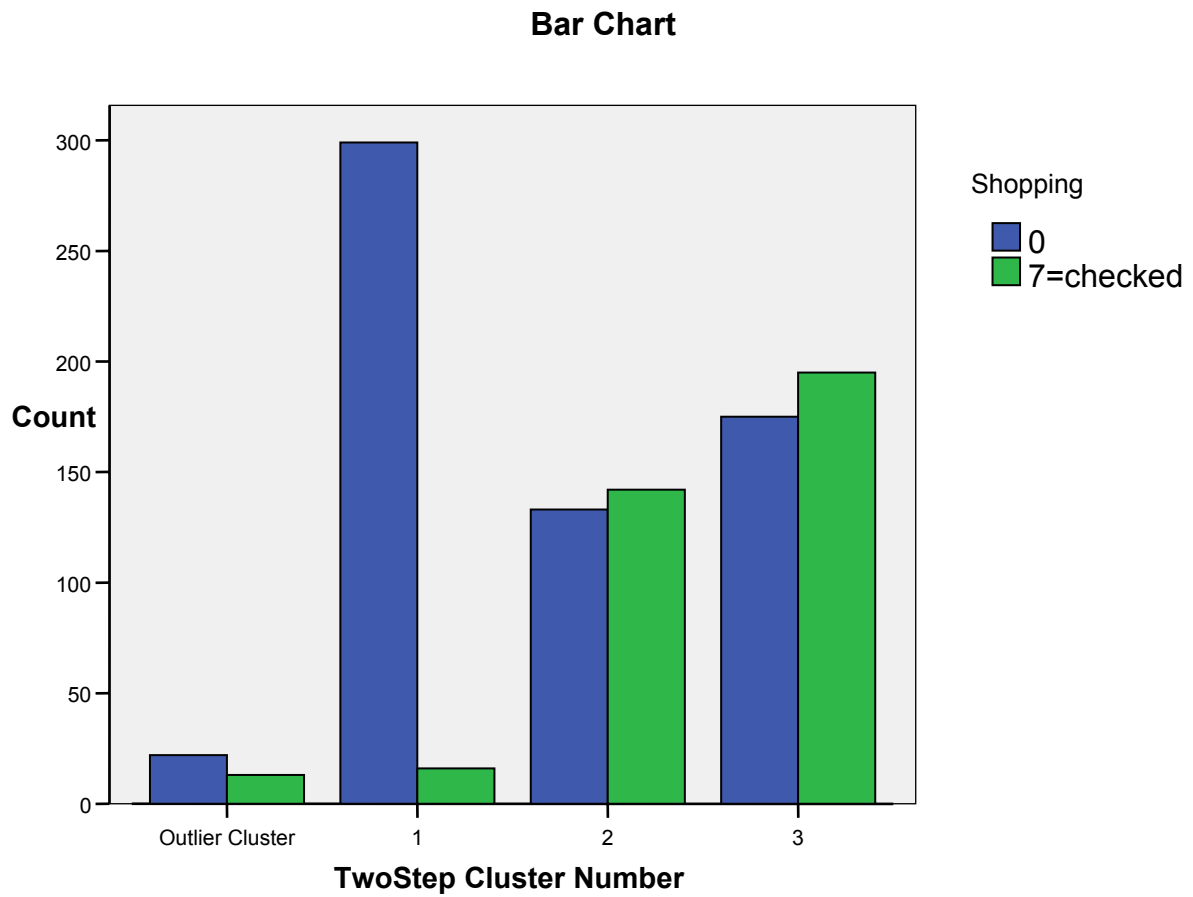
Response Frequencies, Fig. 8:
Again if you answered yes in the first question,
What do you use the computer for? Games



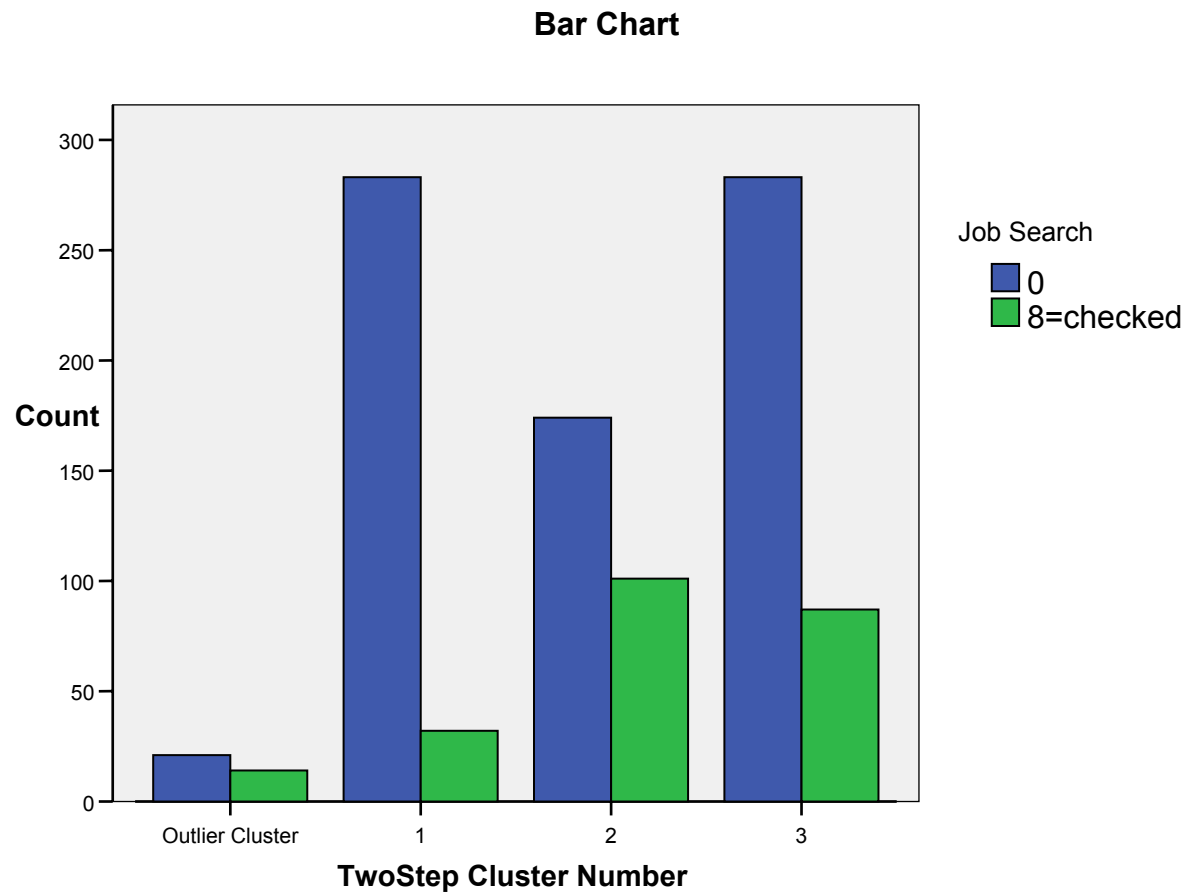
Response Frequencies, Fig. 9:
Again if you answered yes in the first question,
What do you use the computer for? Pay Bills



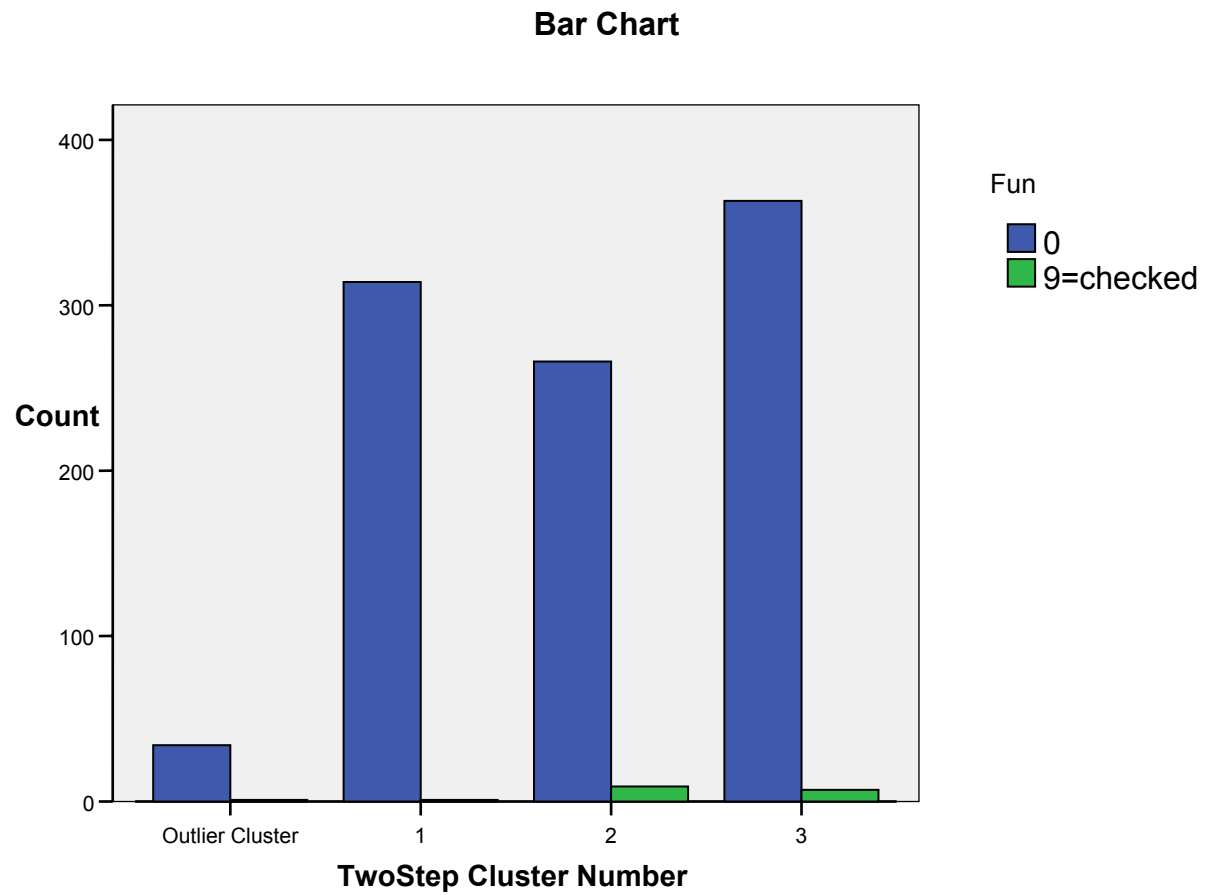
Response Frequencies, Fig. 10:
Again if you answered yes in the first question,
What do you use the computer for? Shopping



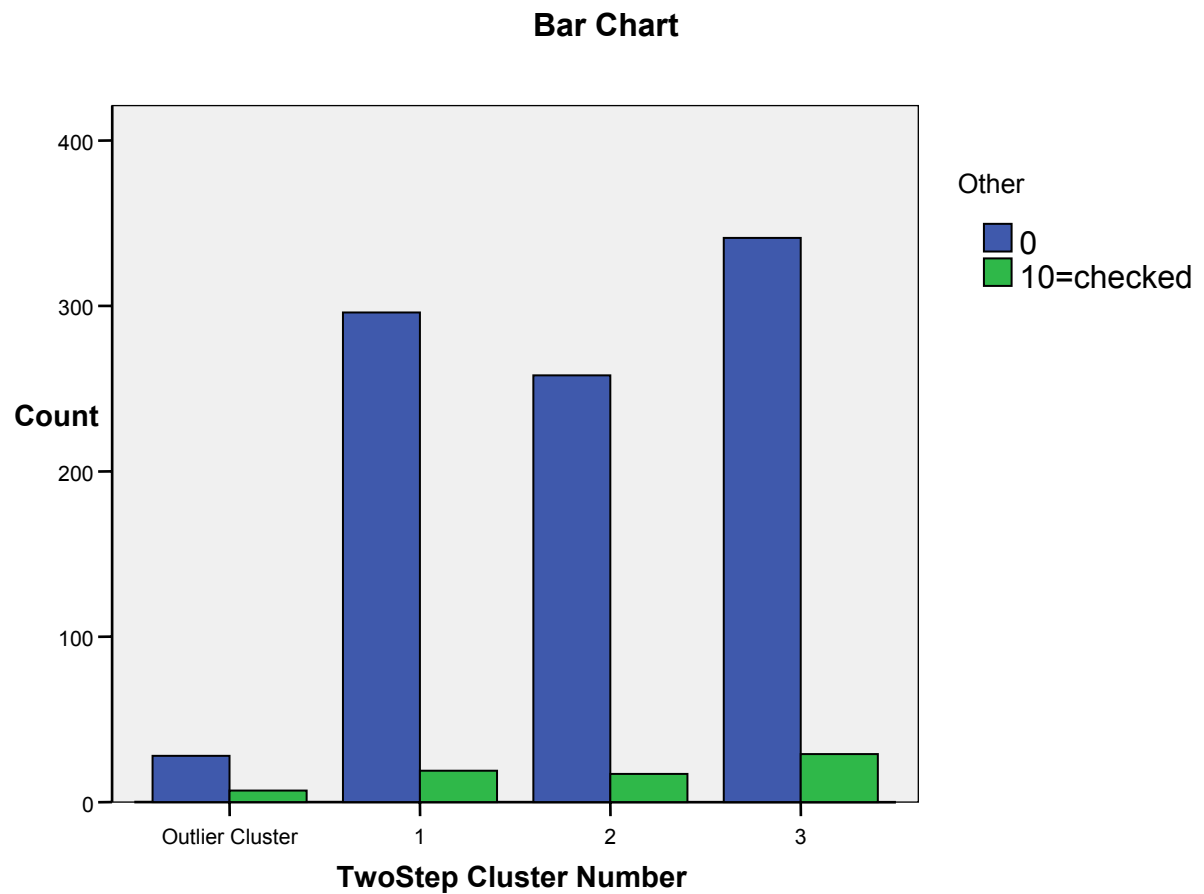
Response Frequencies, Fig. 11:
Again if you answered yes in the first question,
What do you use the computer for? Job Search



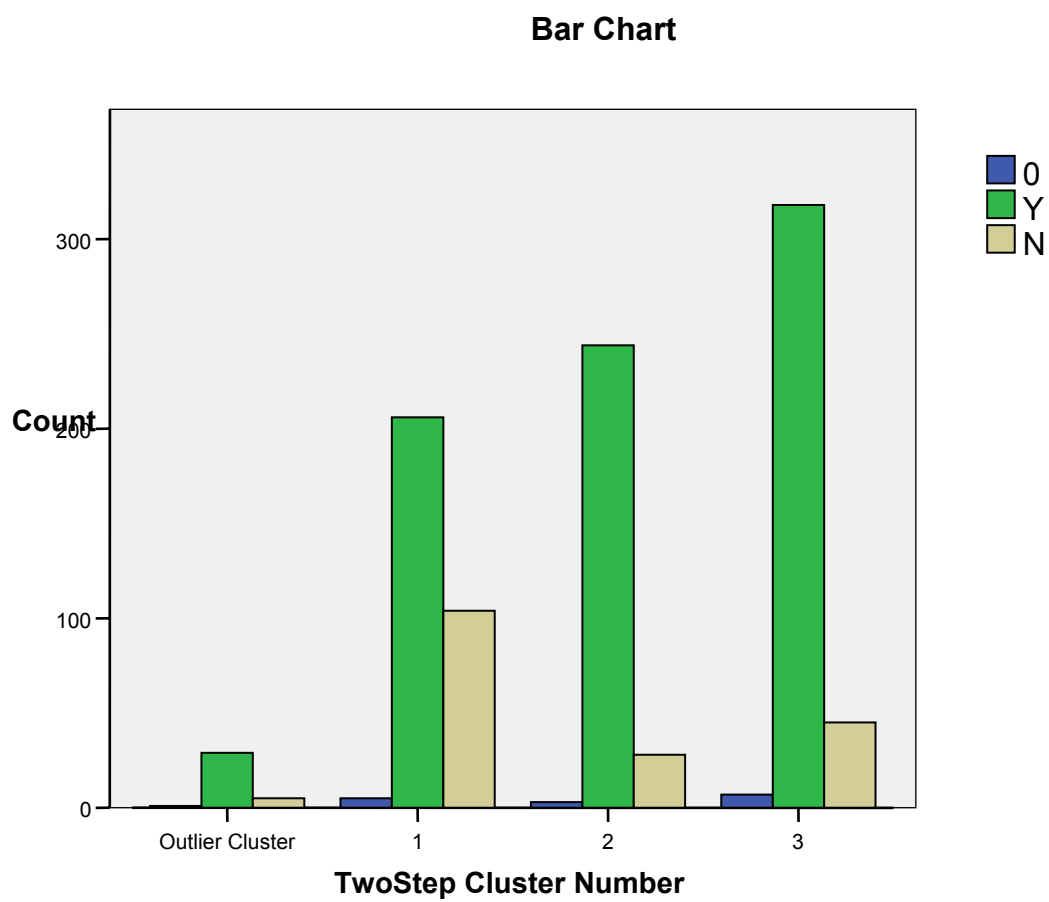
Response Frequencies, Fig. 12:
Again if you answered yes in the first question,
What do you use the computer for? Fun



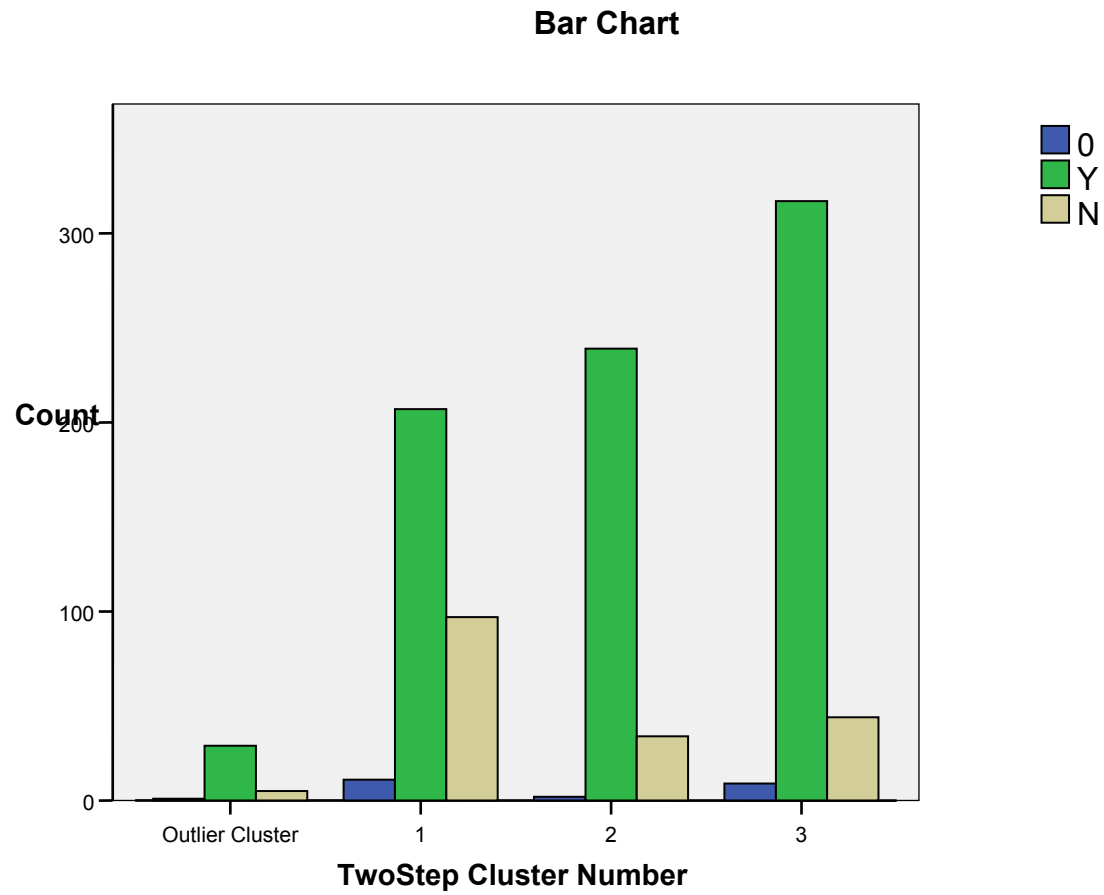
Response Frequencies, Fig. 13:
Again if you answered yes in the first question,
What do you use the computer for? Other



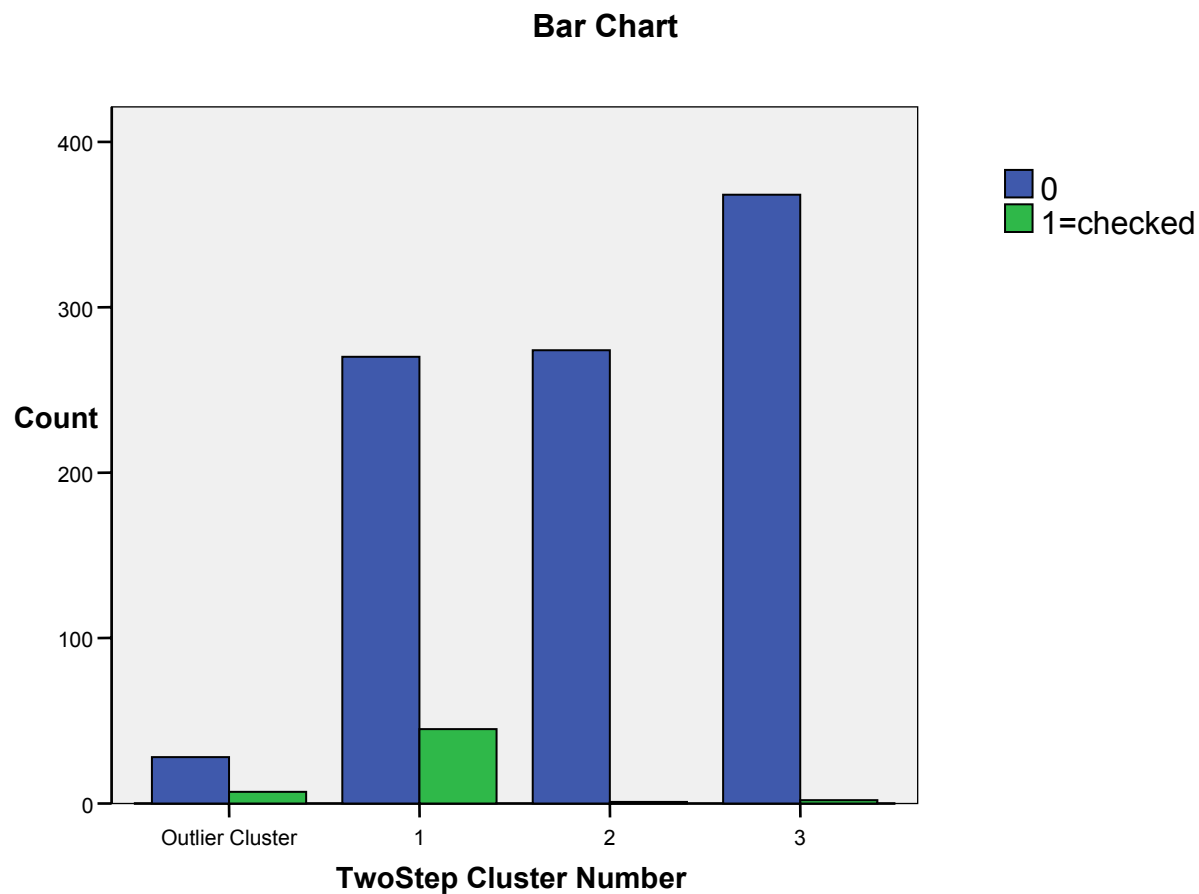
Response Frequencies, Fig. 14:
Do you have a phone line in your home?



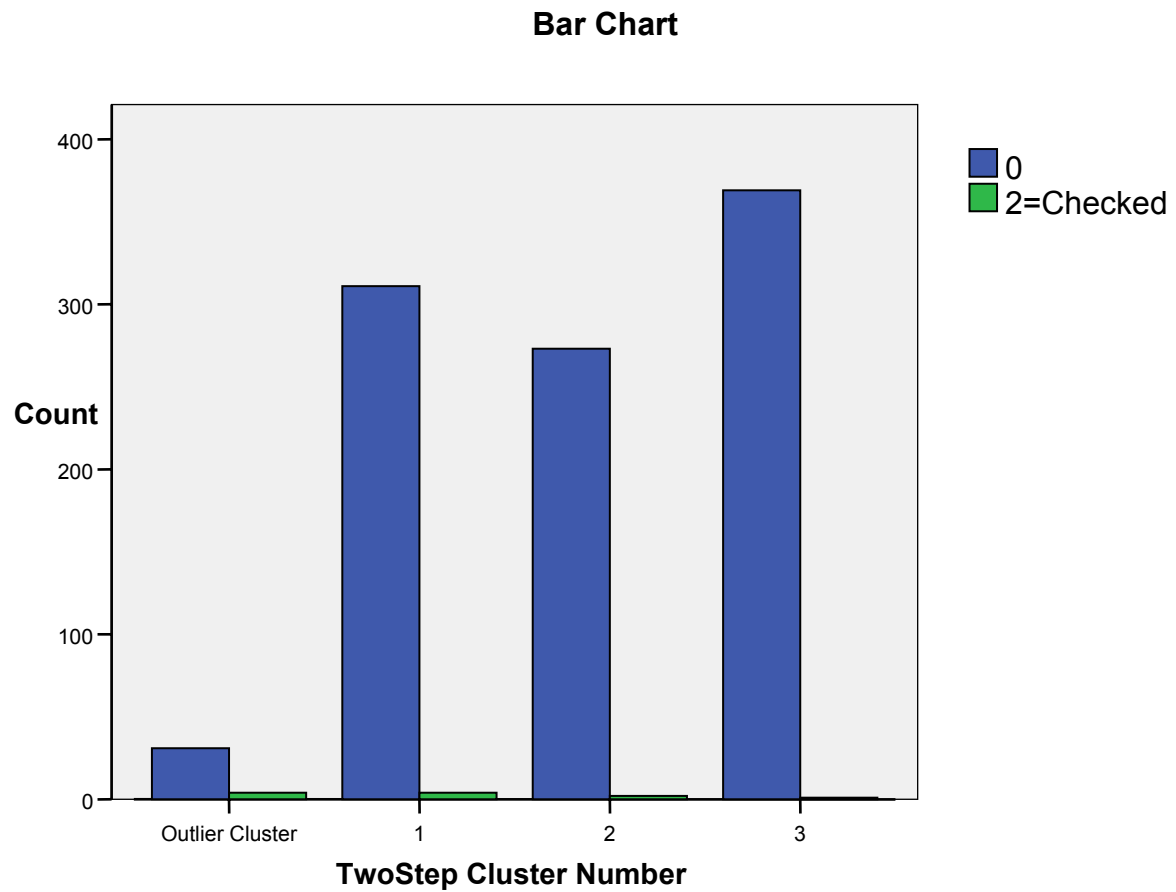
Response Frequencies, Fig. 15:
Do You have Cable TV in your home?



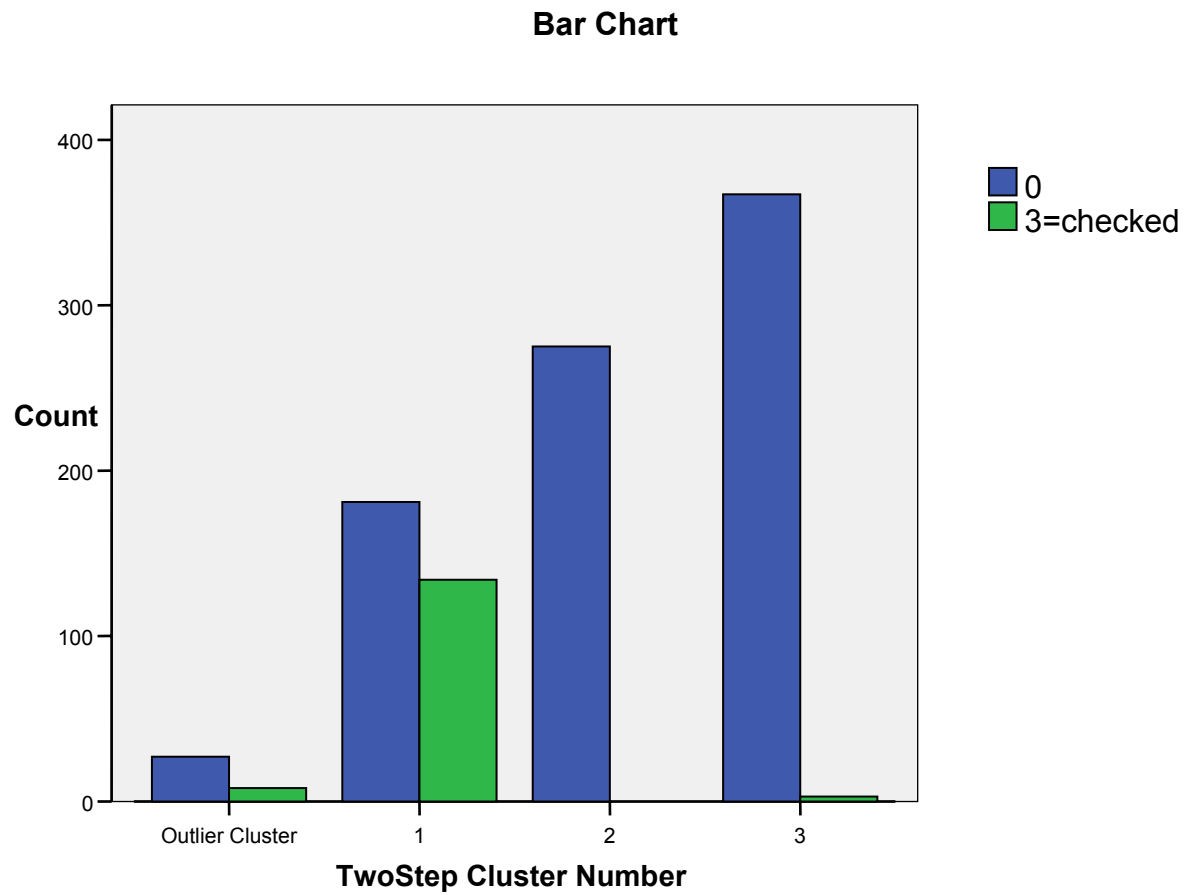
Response Frequencies, Fig. 16:
If you do not have a computer at home,
Why Not? I can use it somewhere else



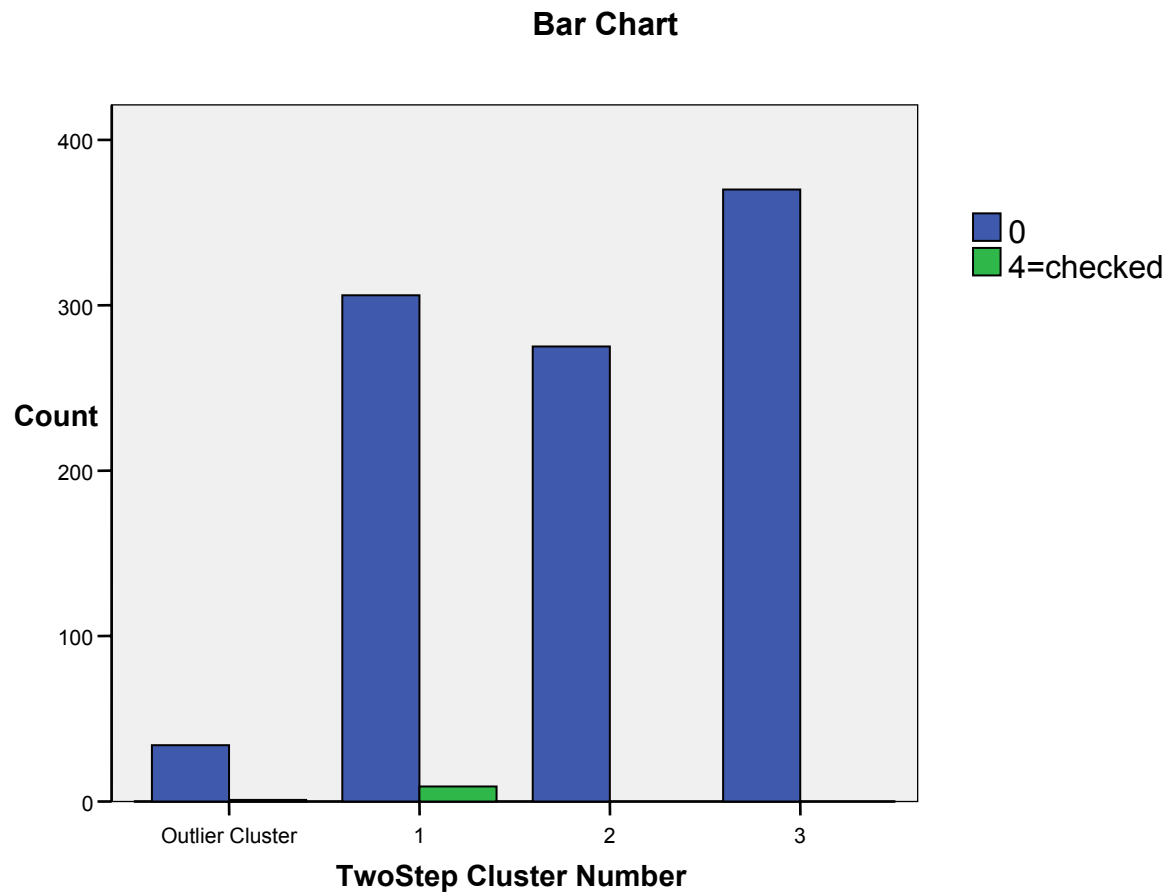
Response Frequencies, Fig. 17:
If you do not have a computer at home,
Why Not? Not Enough Time



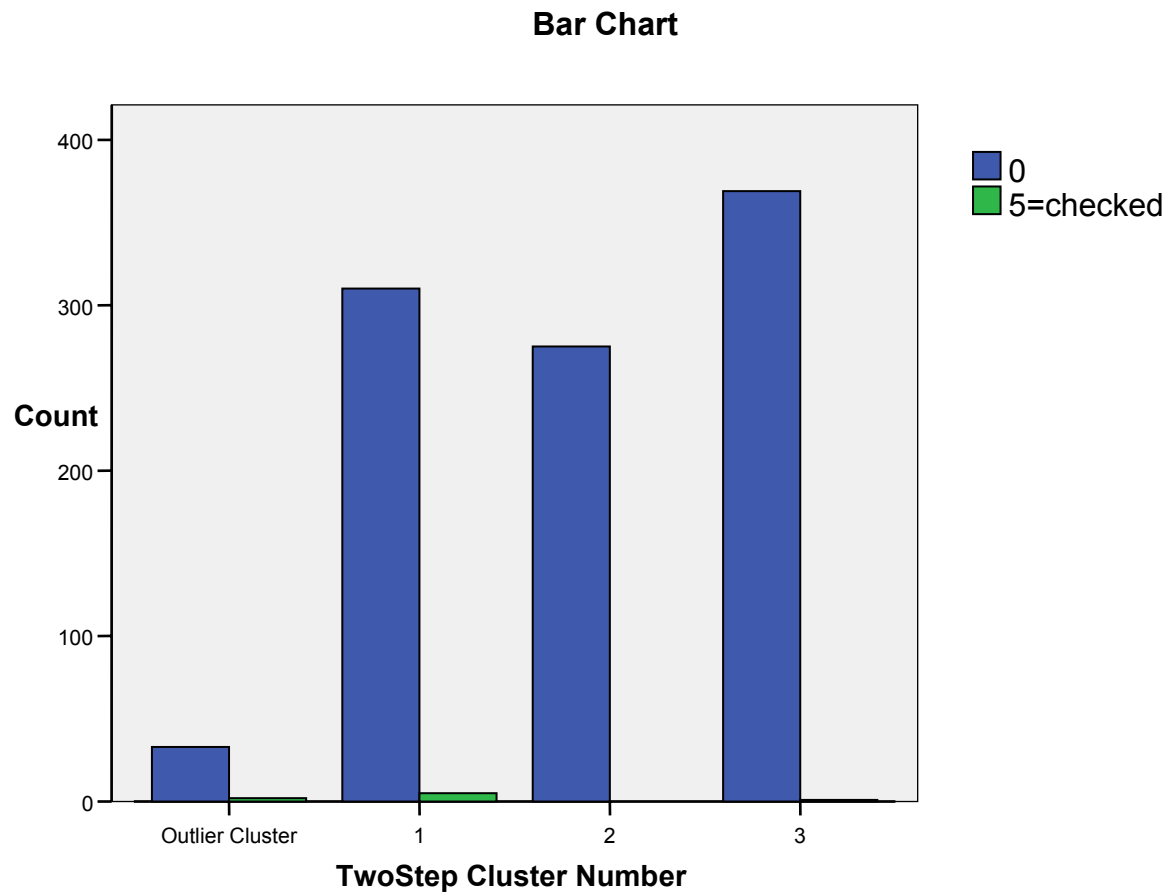
Response Frequencies, Fig. 18:
If you do not have a computer at home,
Why Not? Cost, Too Expensive



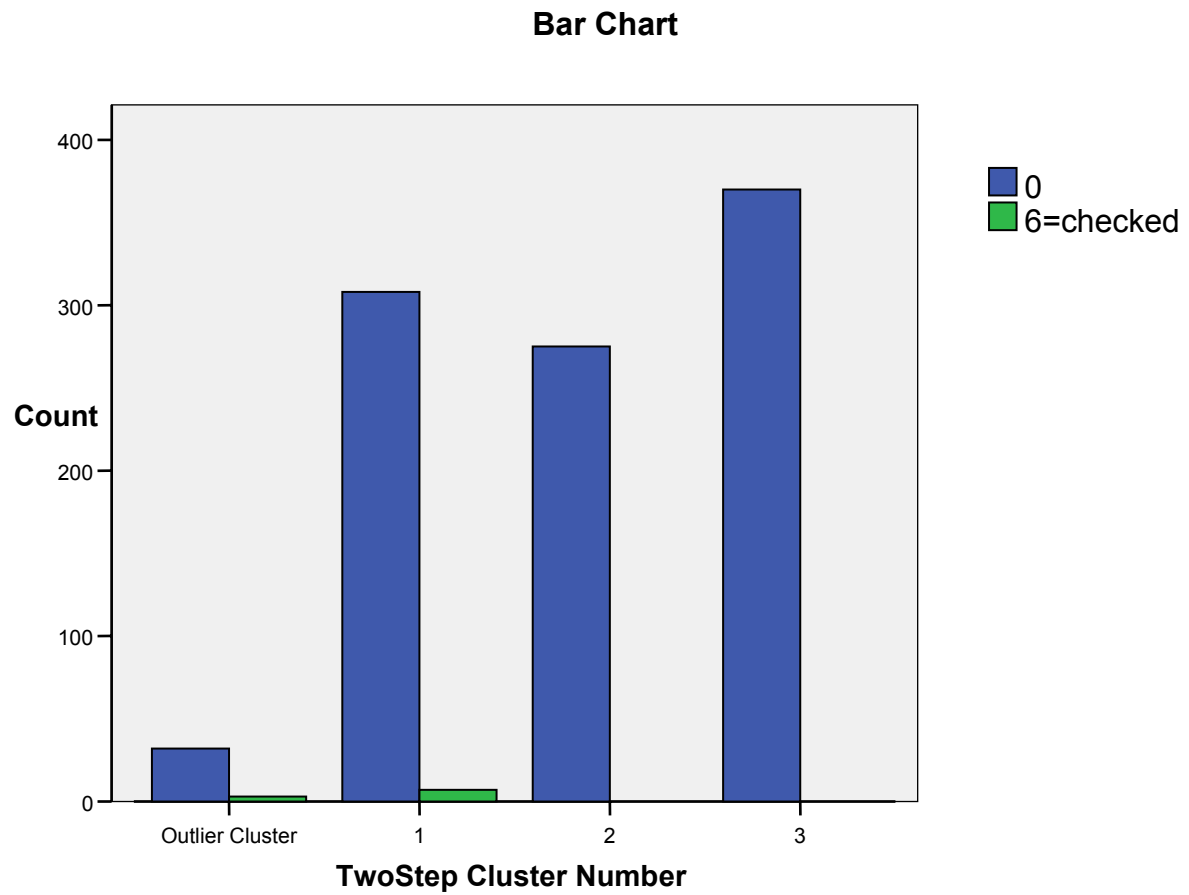
Response Frequencies, Fig. 19:
If you do not have a computer at home,
Why Not? Not User Friendly, Too Difficult



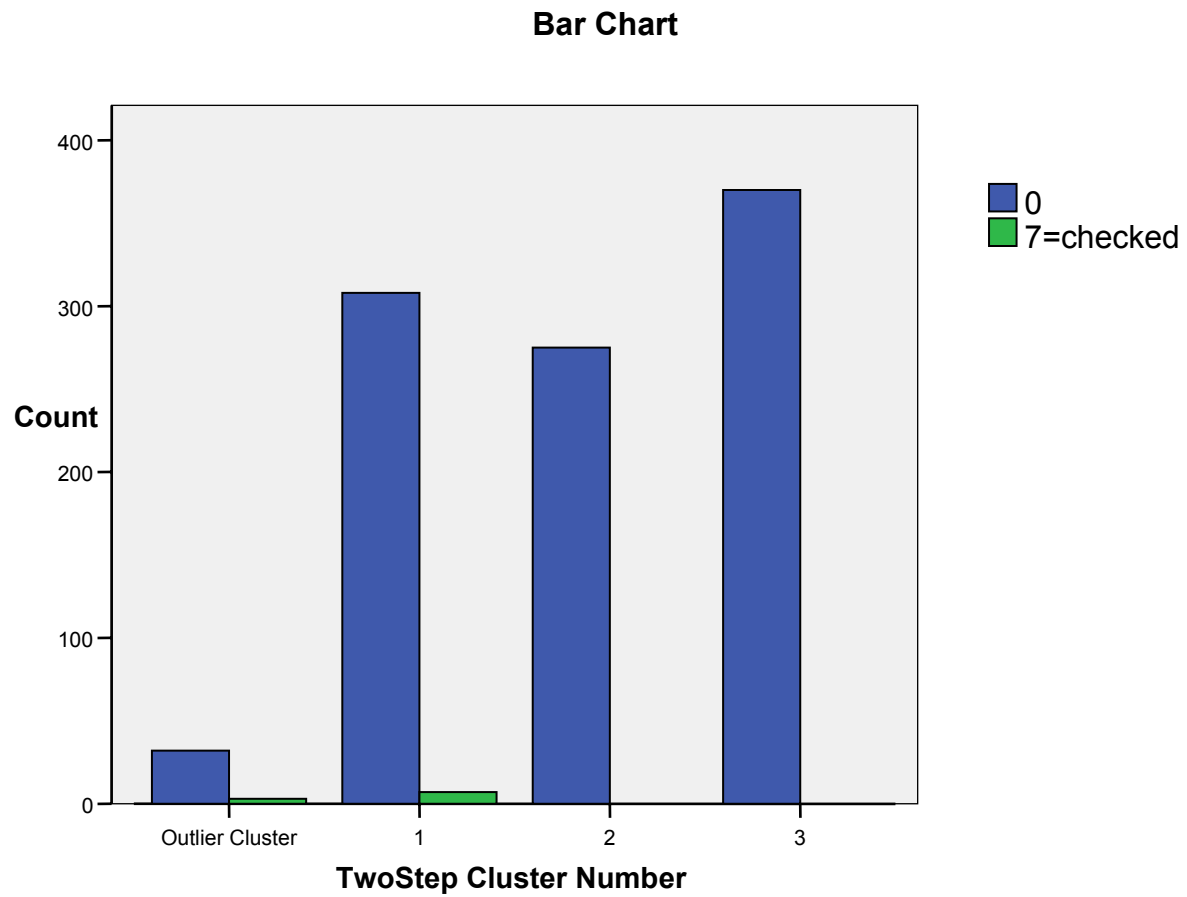
Response Frequencies, Fig. 20:
If you do not have a computer at home,
Why Not? Not Useful



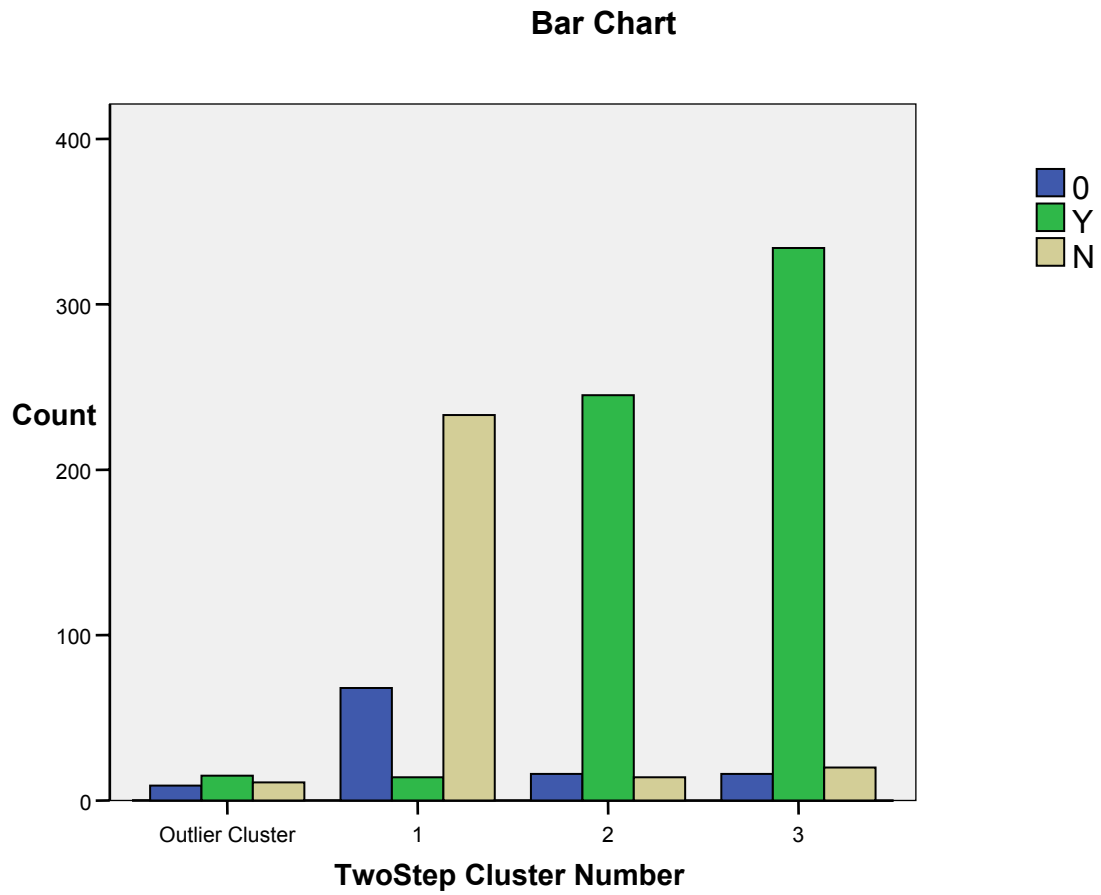
Response Frequencies, Fig. 21:
If you do not have a computer at home,
Why Not? Privacy Concerns



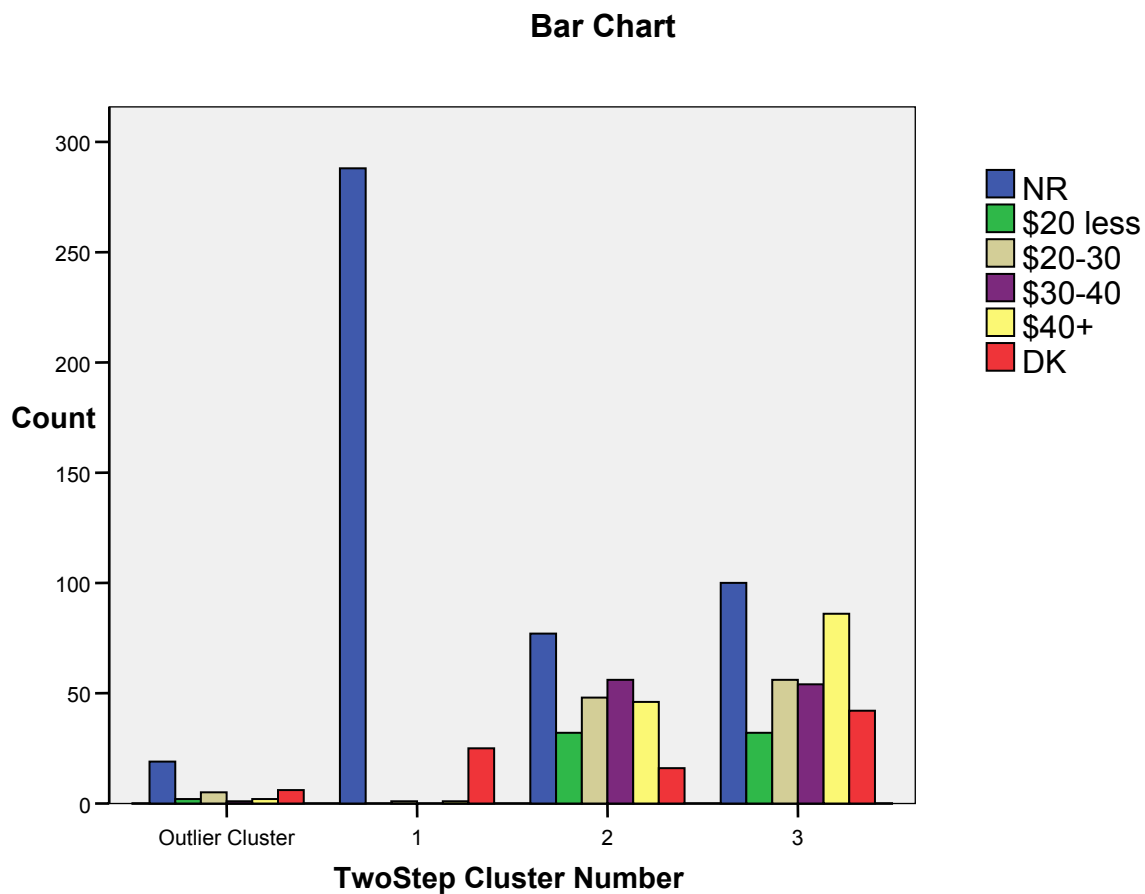
Response Frequencies, Fig. 22:
If you do not have a computer at home,
Why Not? Concerns About Children Accessing



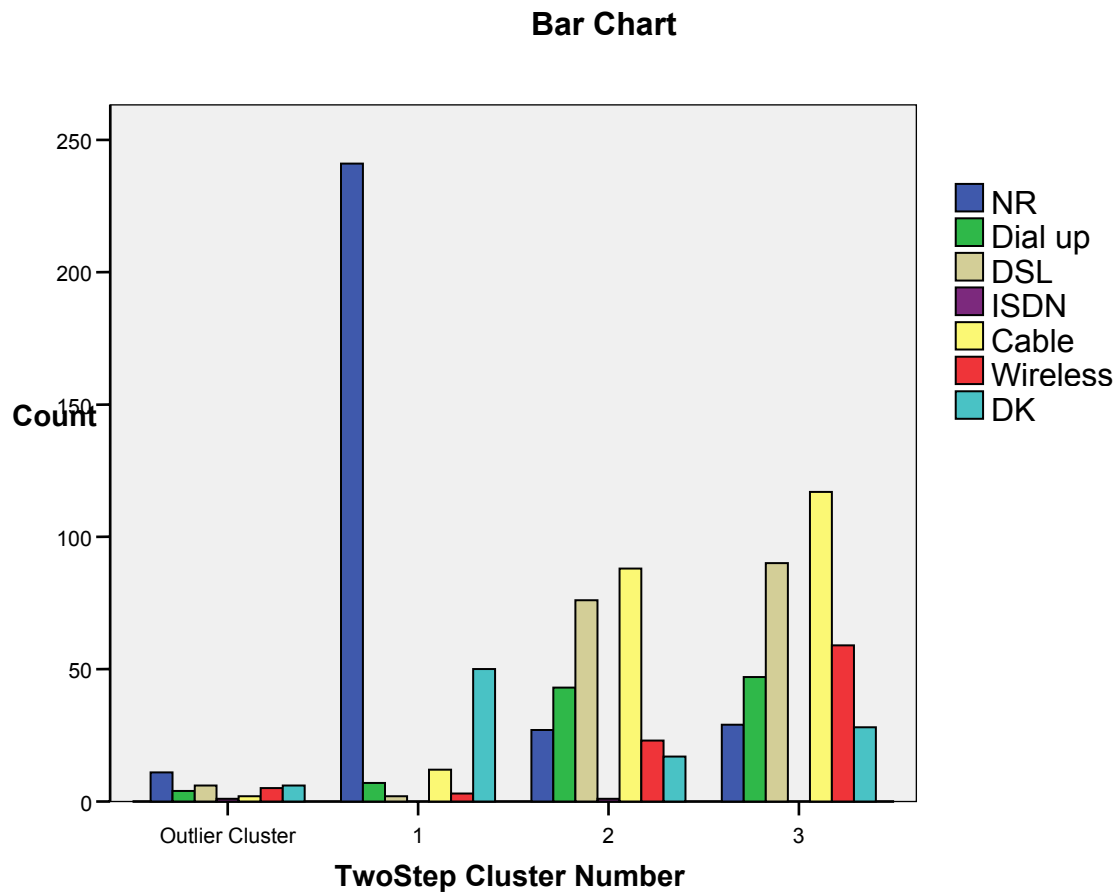
Response Frequencies, Fig. 23:
Do you have internet access from home?



Response Frequencies, Fig. 24:
If yes, how much do you currently
pay per month for internet services?

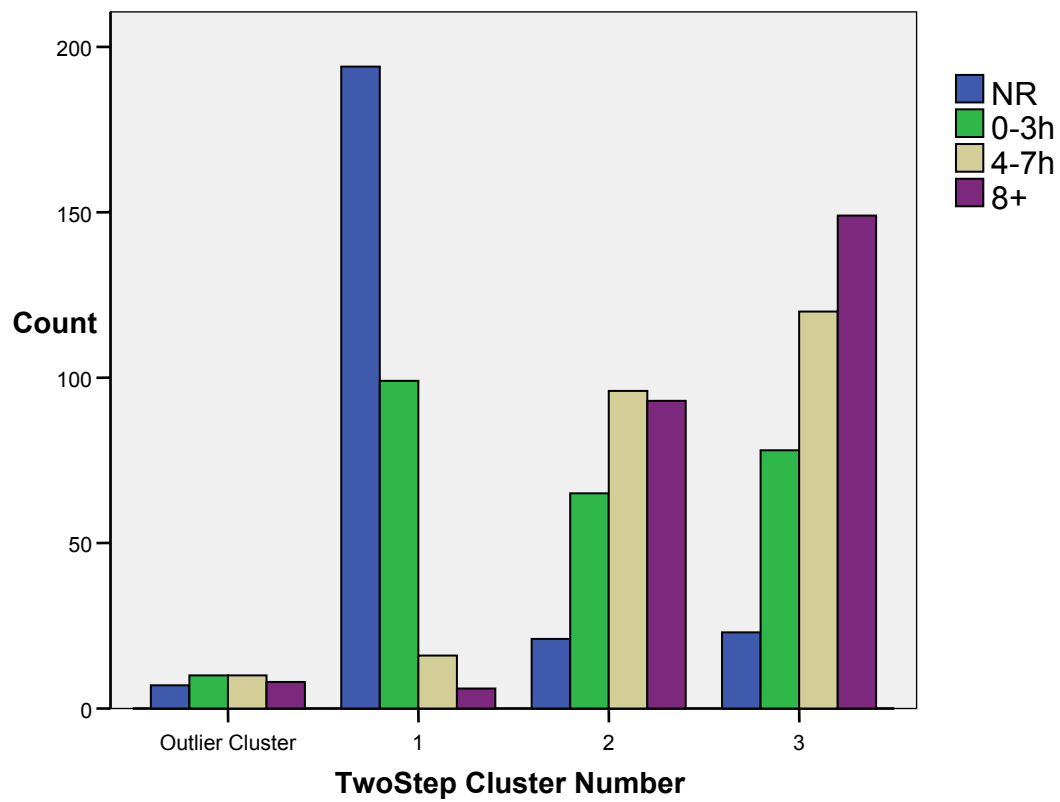


Response Frequencies, Fig. 25:
Which internet connection type
best describes your home connection?

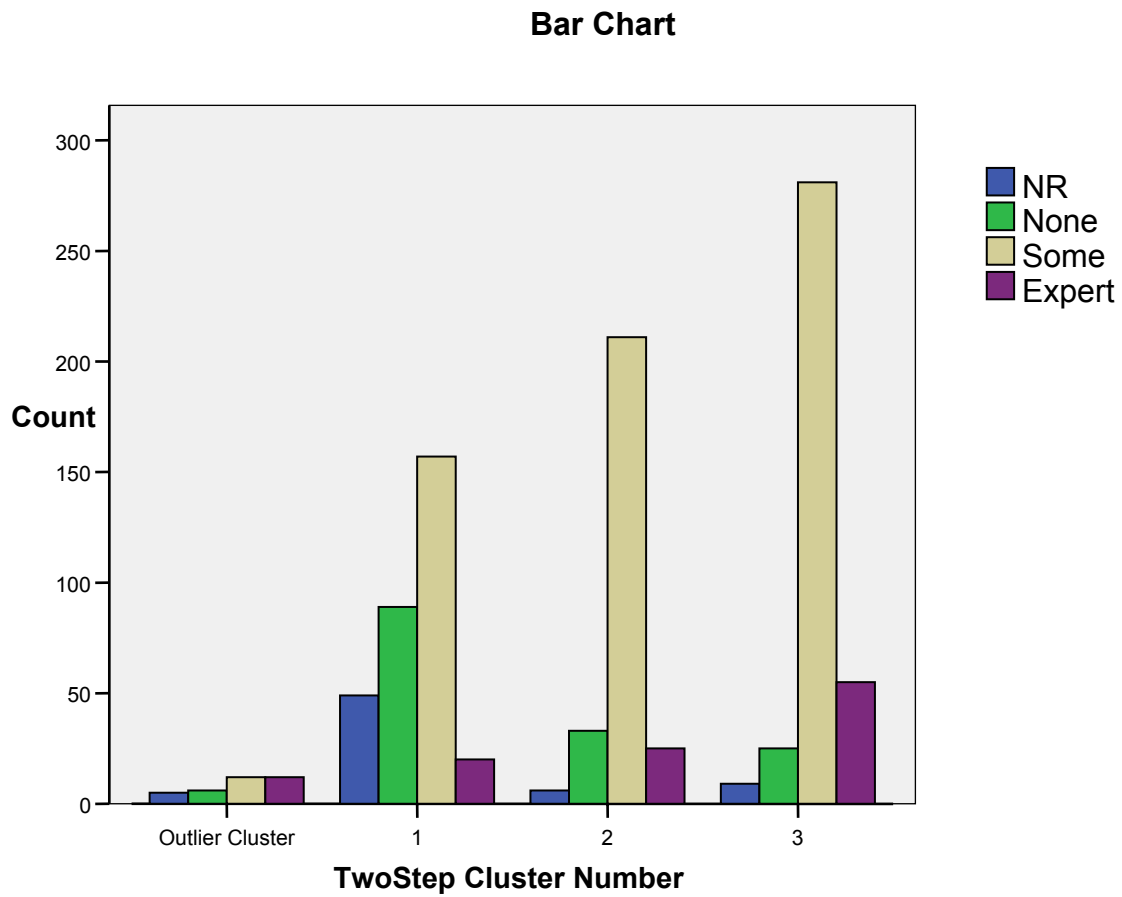


Response Frequencies, Fig. 26:
How much time does your household
spend on the internet during the week?

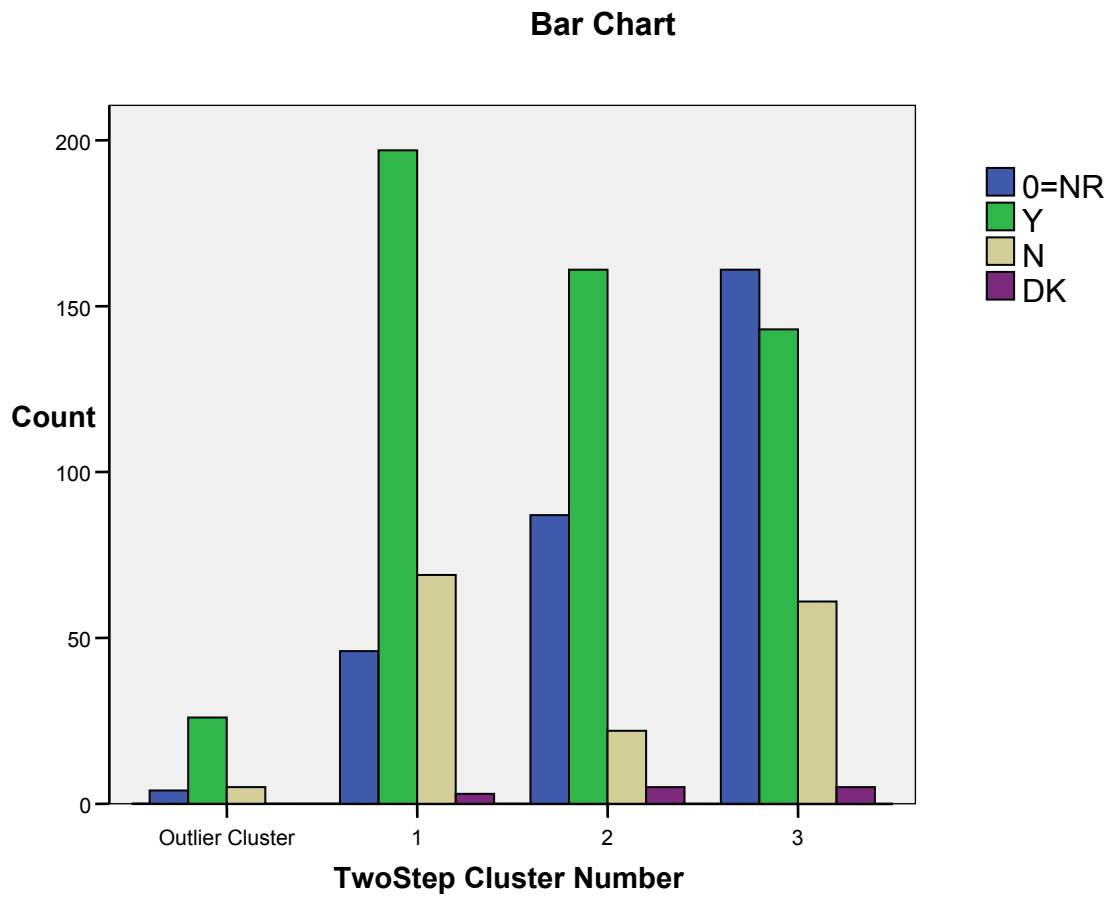
Bar Chart



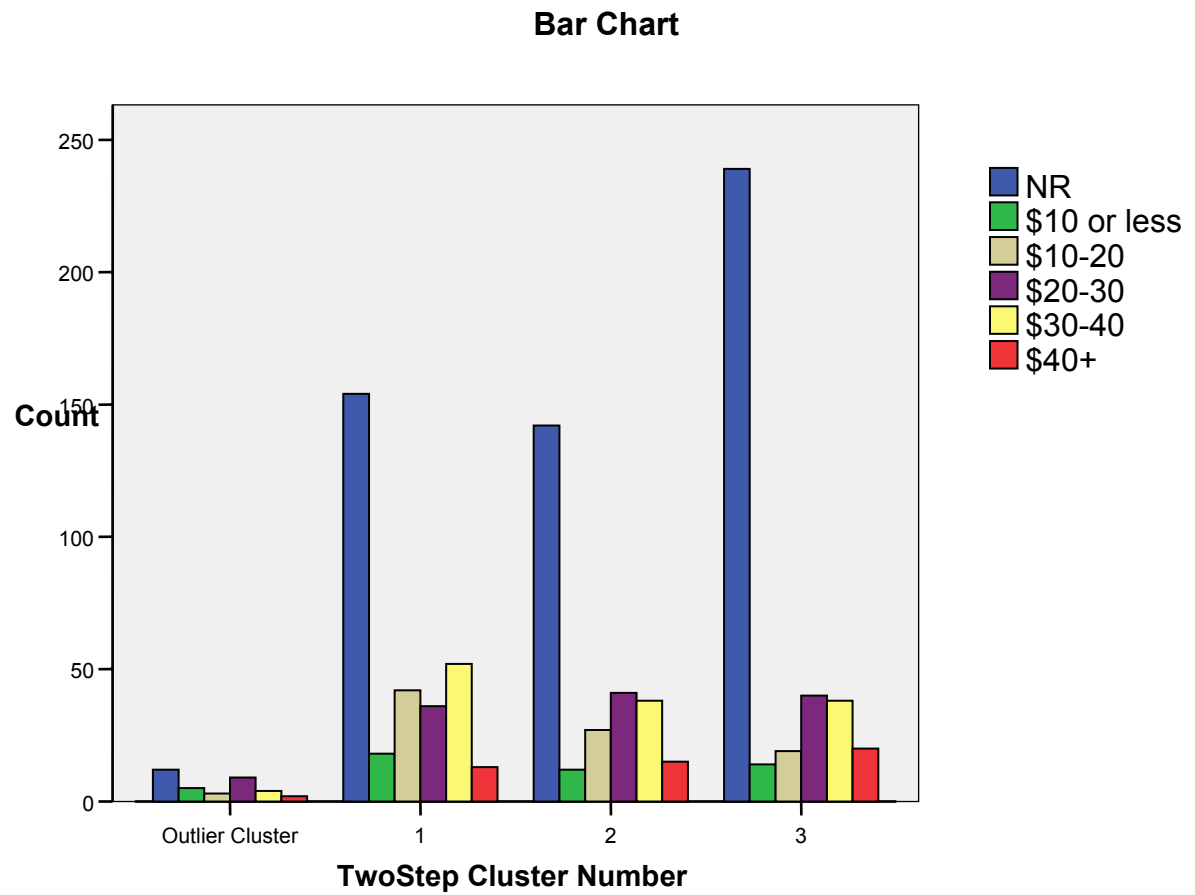
**Response Frequencies, Fig. 27:
How would you rate your knowledge
of wireless technology?**



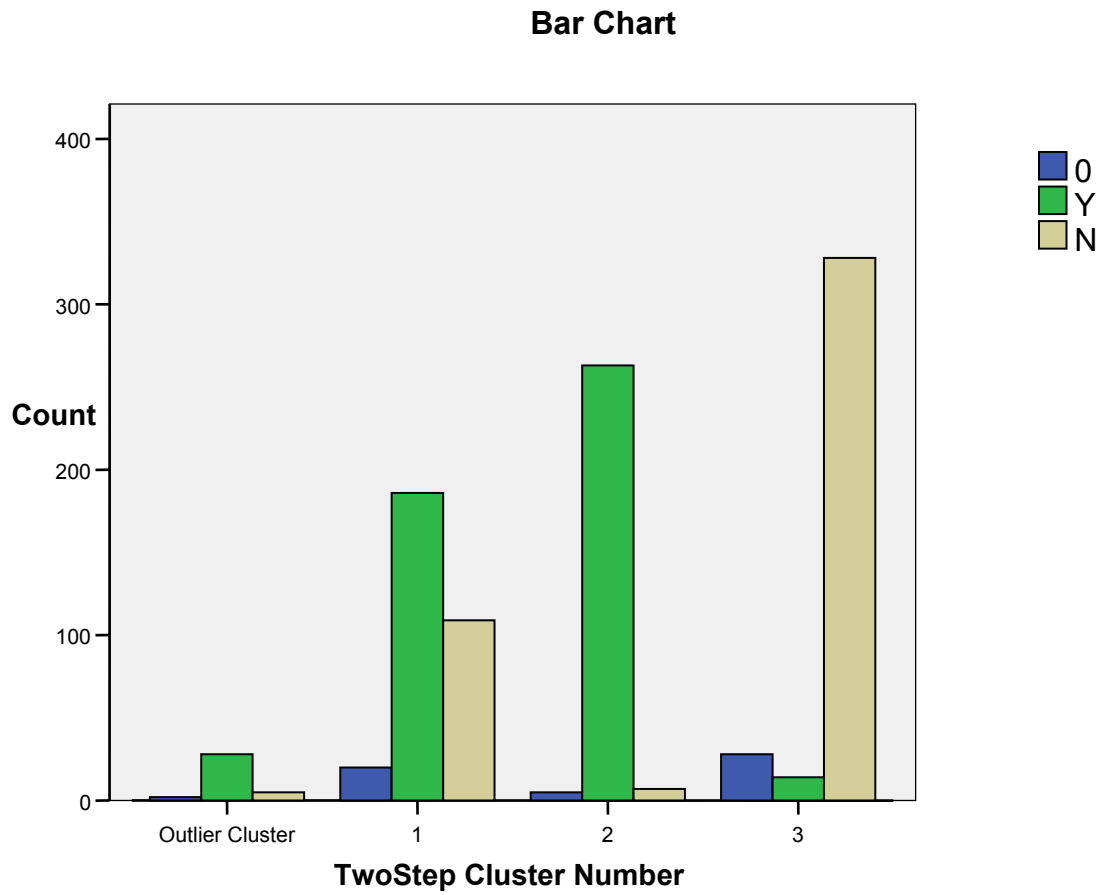
Response Frequencies, Fig. 28:
If you are not using wireless technology now,
would you be interested in using it?



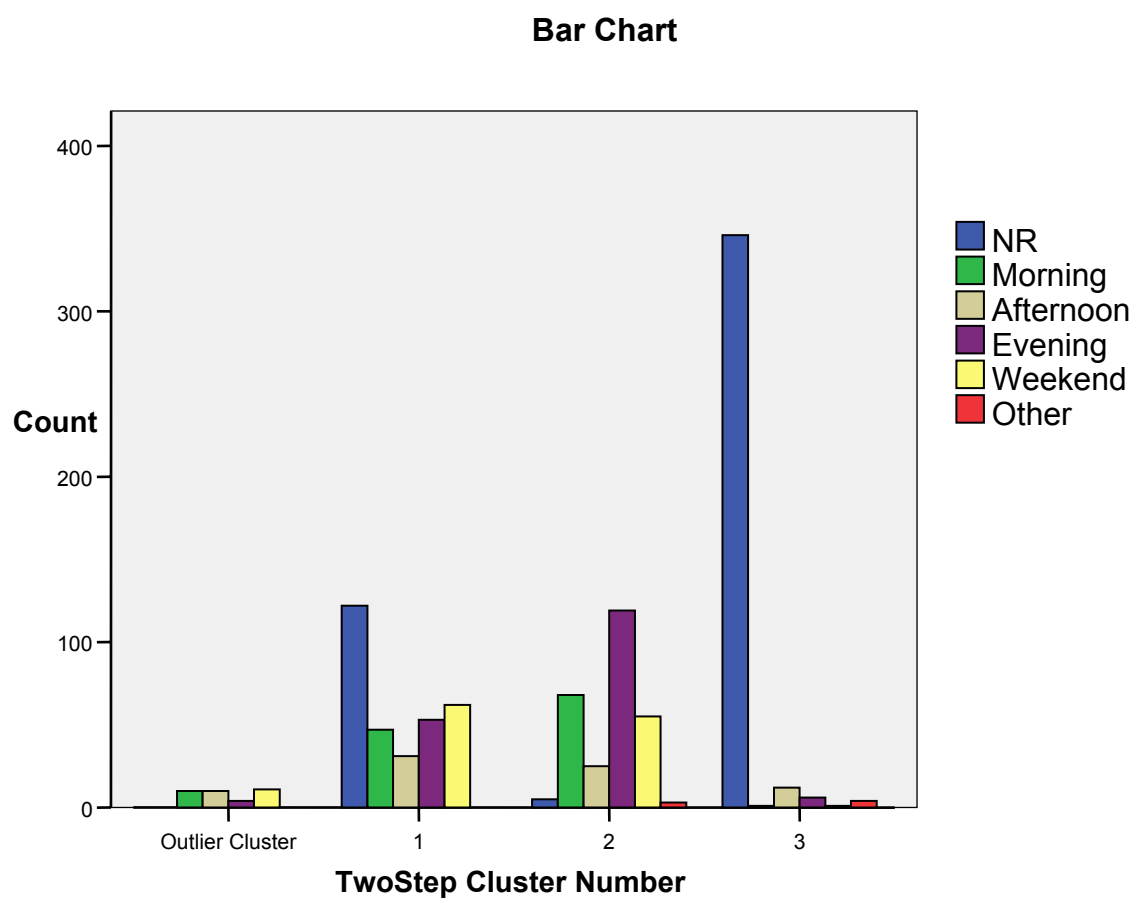
Response Frequencies, Fig. 29:
If yes, how much would you be willing to pay
to use wireless internet connections?



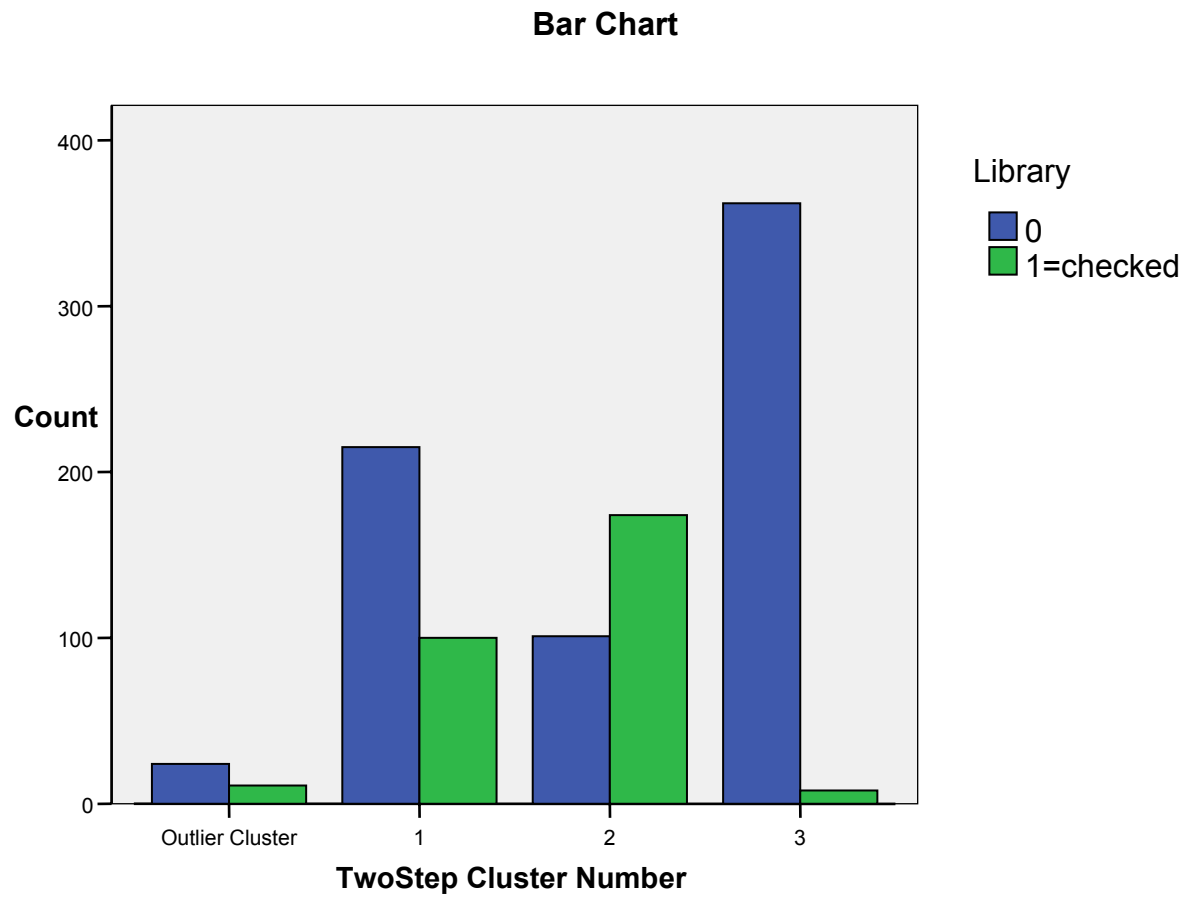
Response Frequencies, Fig. 30:
Are you interested in taking computer classes?



Response Frequencies, Fig. 31:
If yes, what times would you like them to be offered?

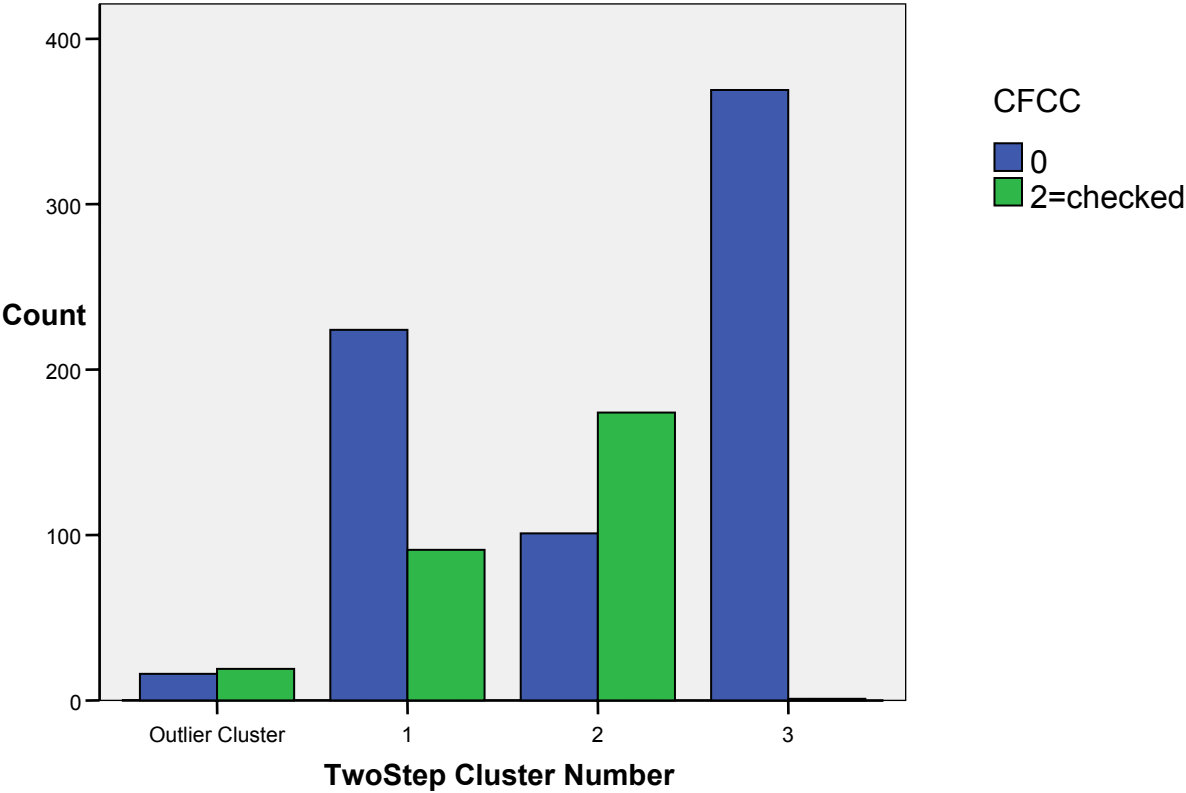


**Response Frequencies, Fig. 32:
If yes, where would you like them
to be offered? Library**

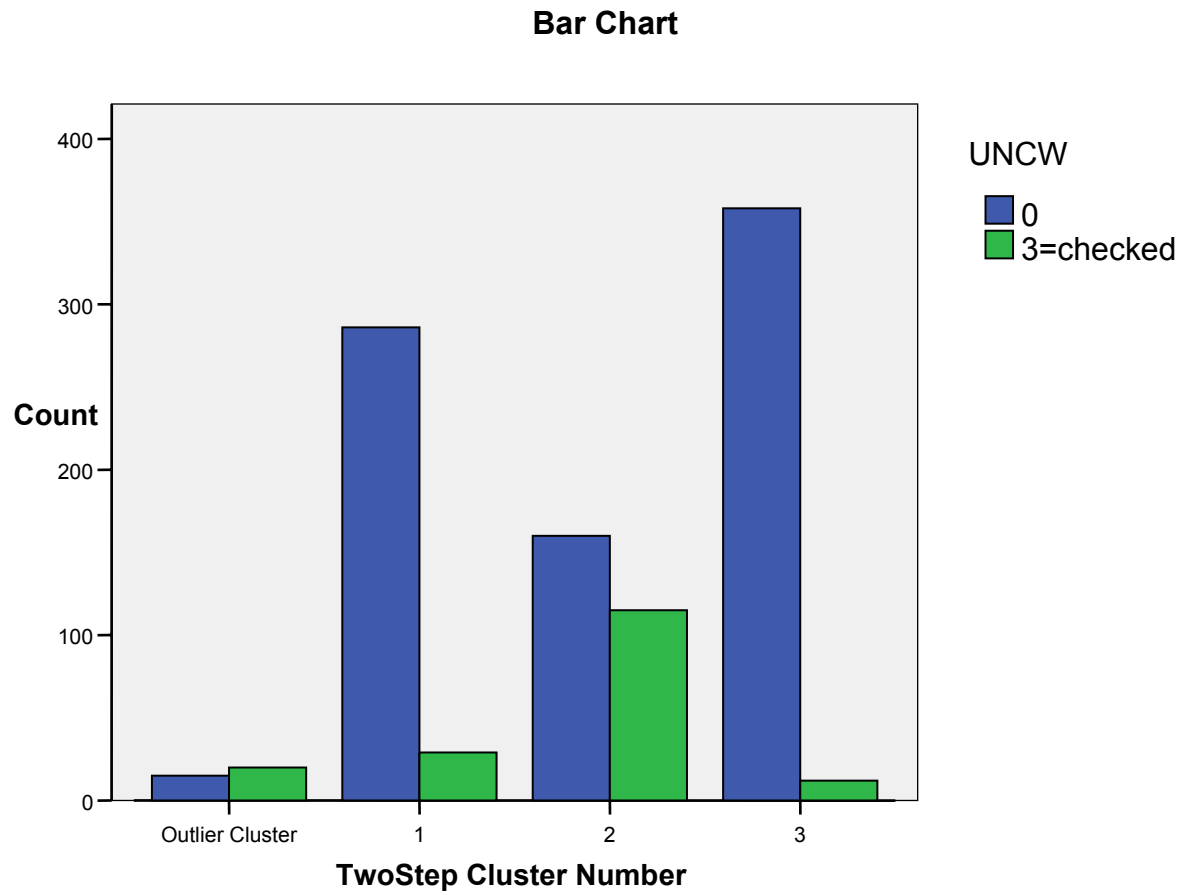


Response Frequencies, Fig. 33:
If yes, where would you like
them to be offered?
CFCC

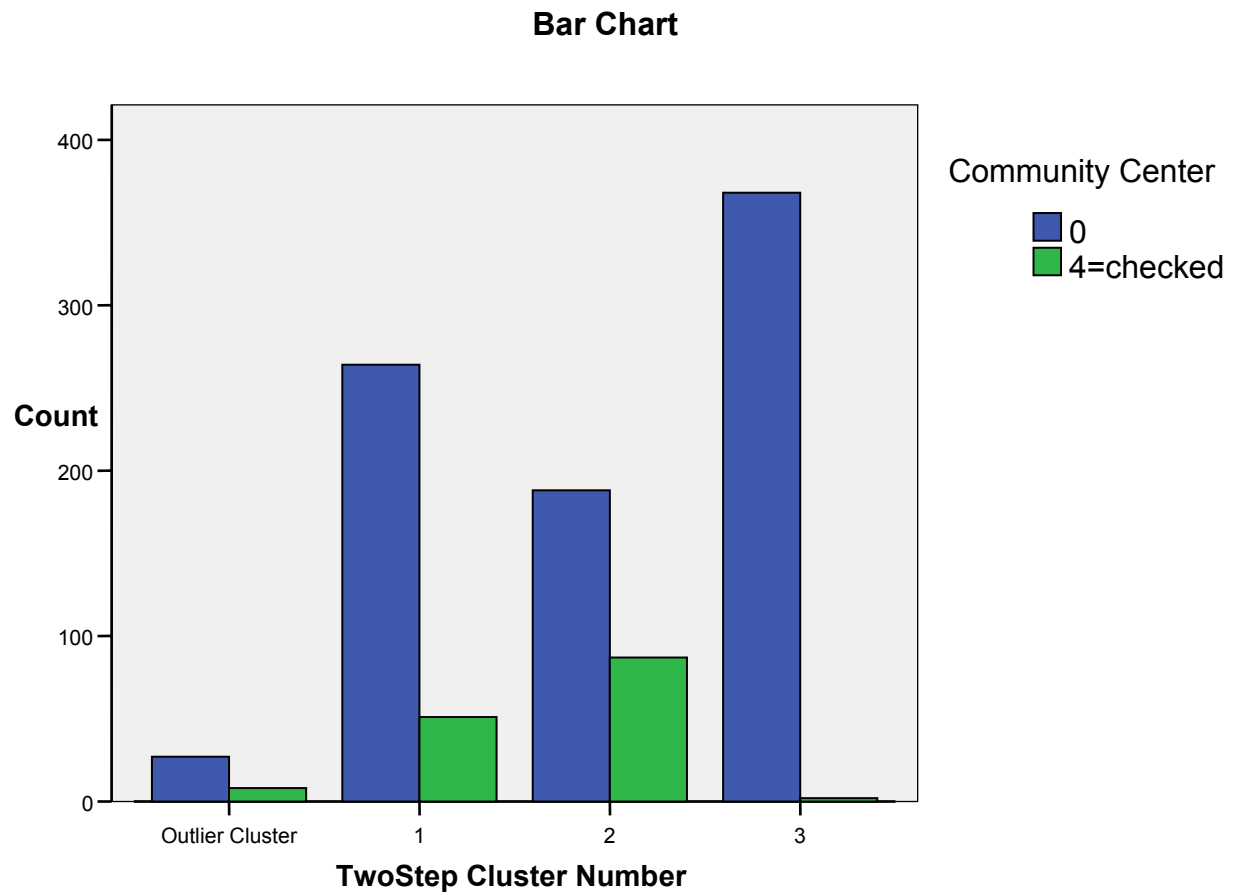
Bar Chart



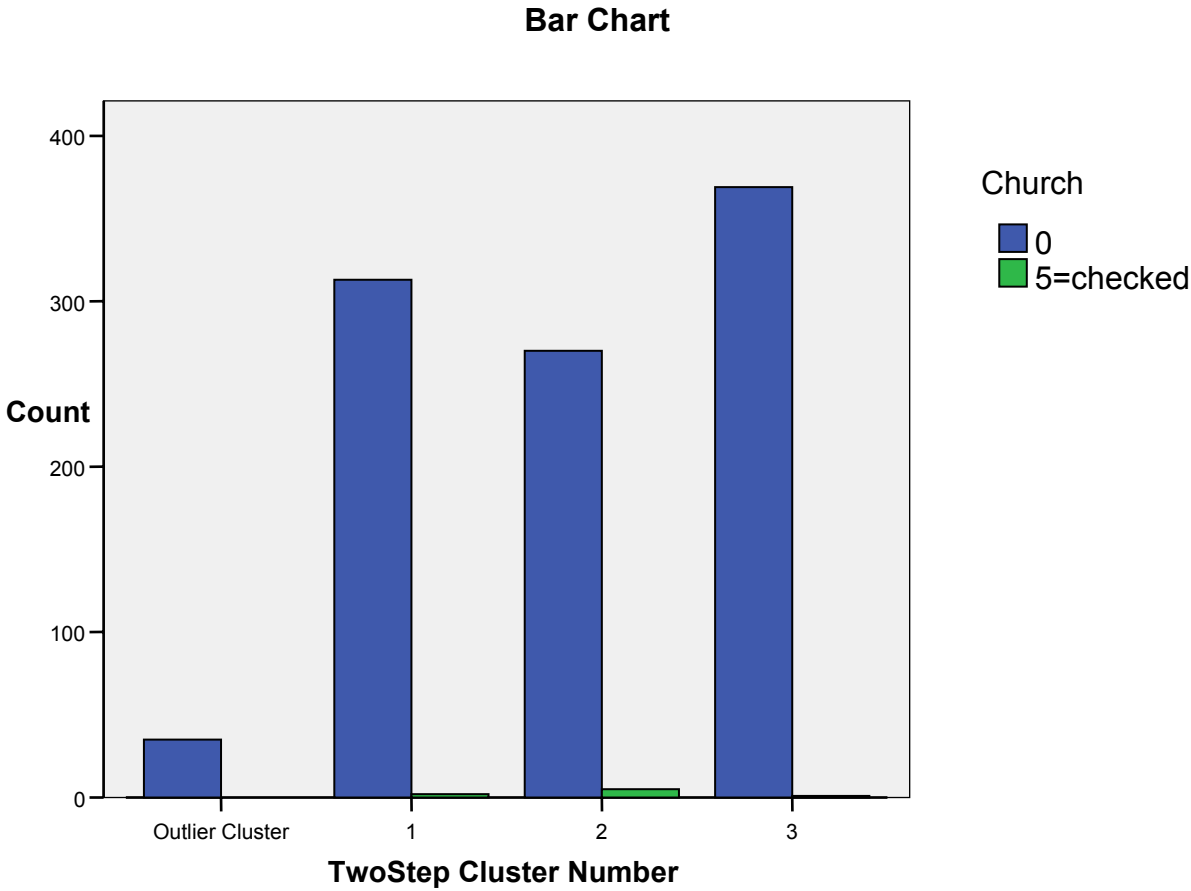
Response Frequencies, Fig. 34:
If yes, where would you like them to be offered? UNCW



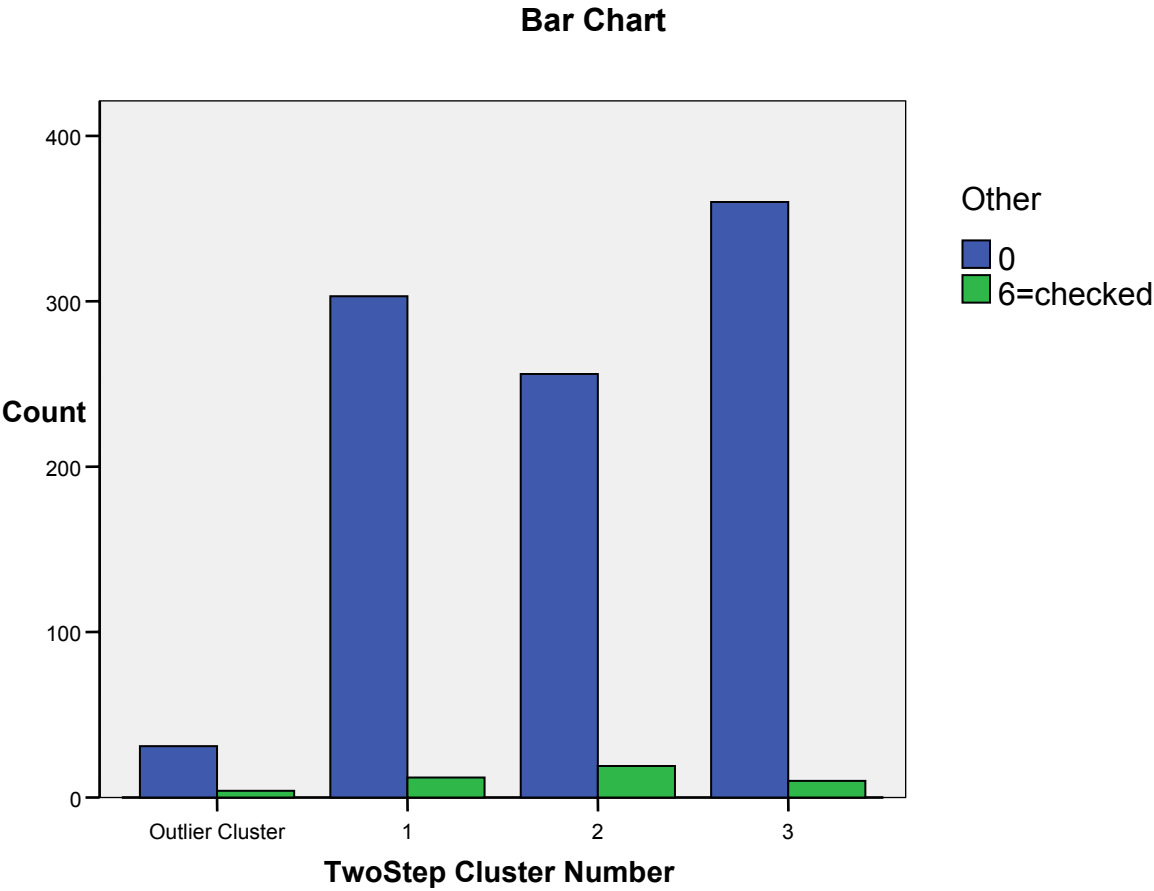
**Response Frequencies, Fig. 35:
If yes, where would you like them
to be offered? Community Center**



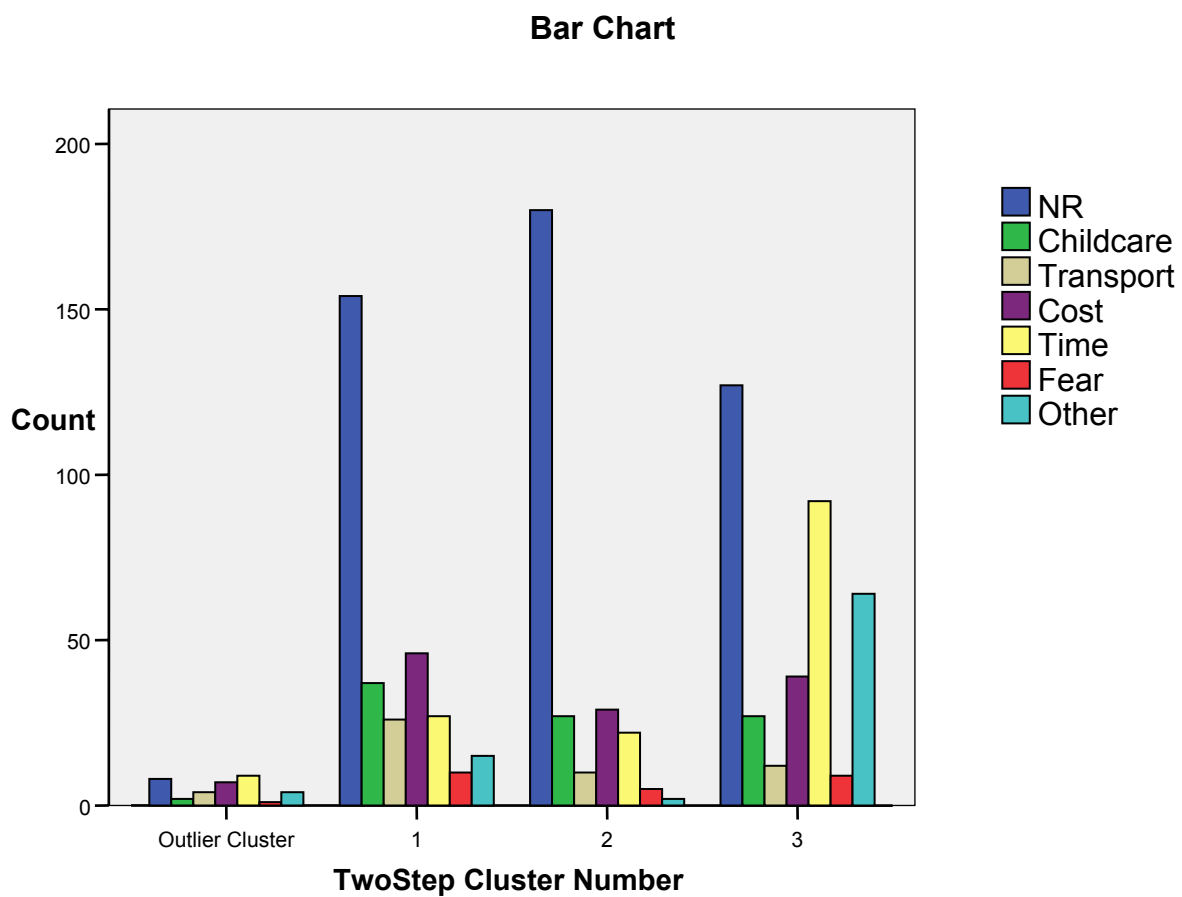
Response Frequencies, Fig. 36:
If yes, where would you like
them to be offered? Church



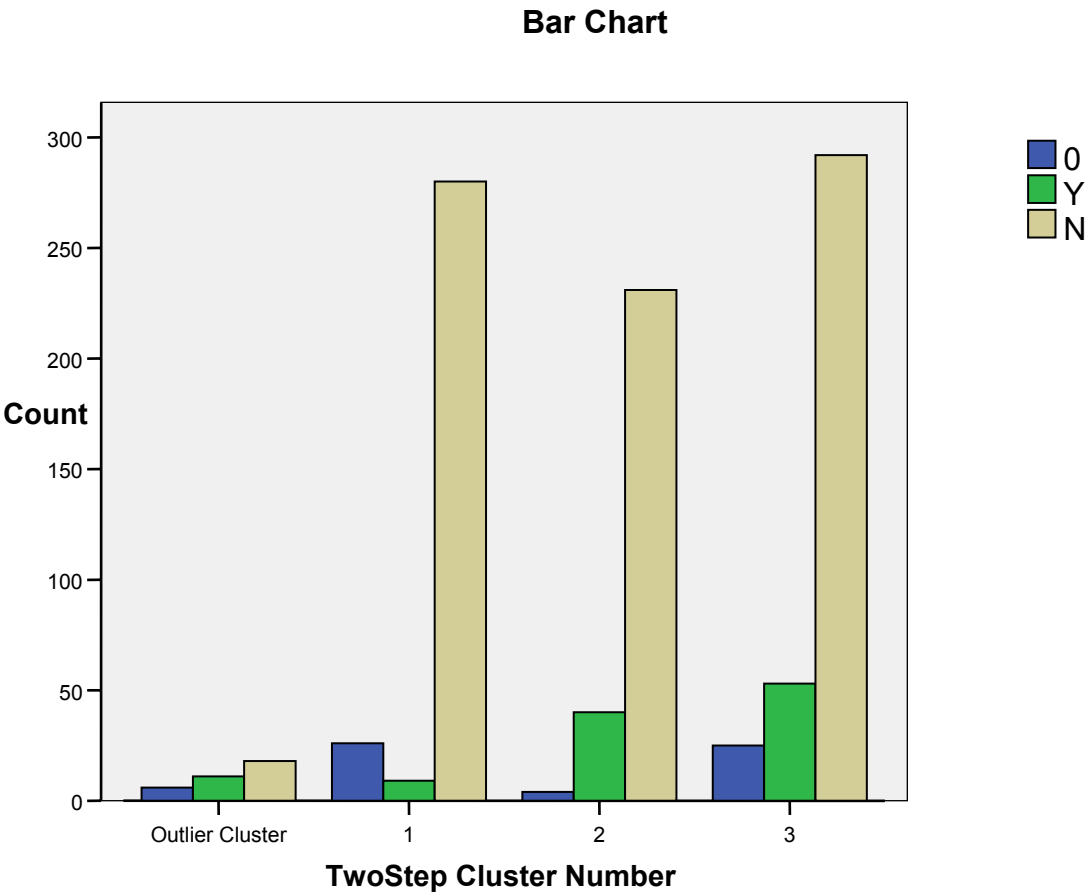
Response Frequencies, Fig. 37:
If yes, where would you like
them to be offered? Other



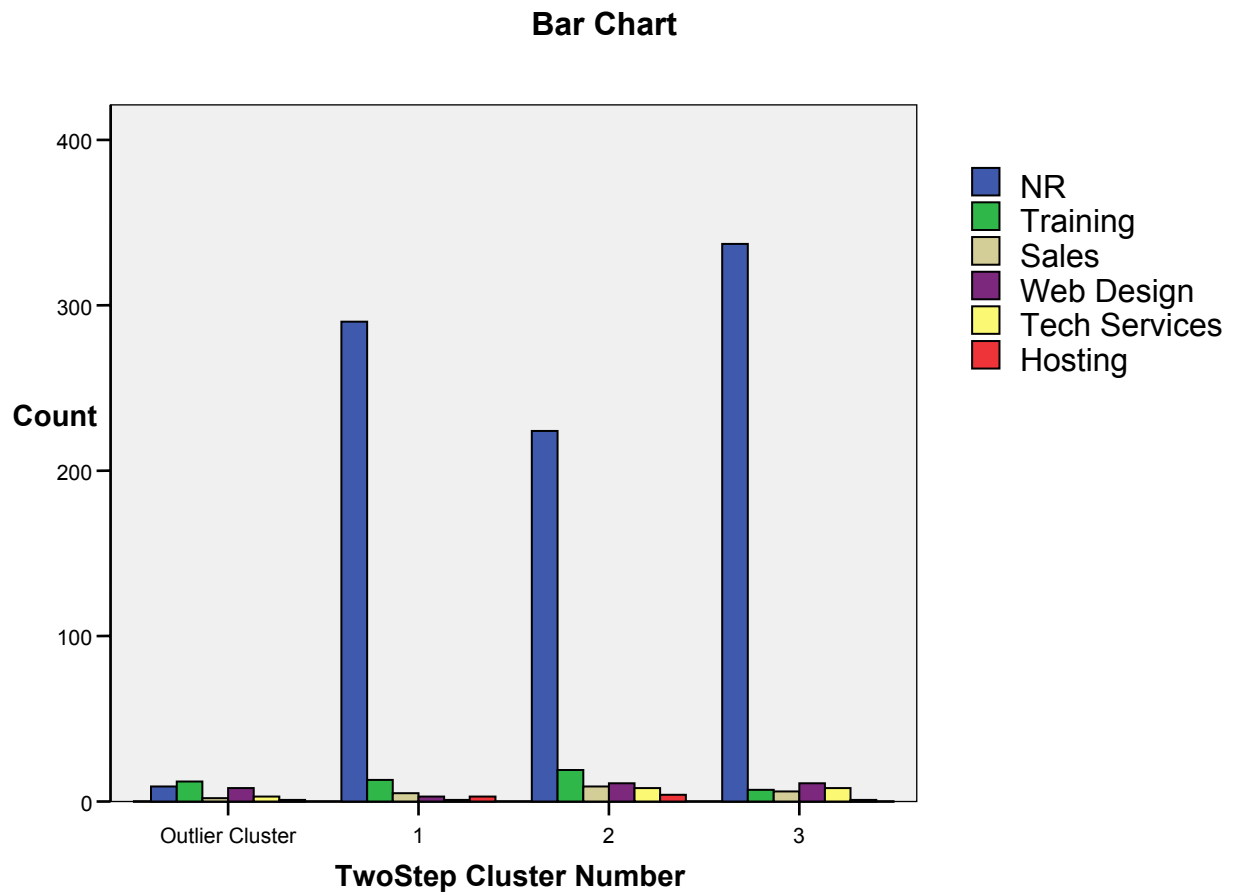
Response Frequencies, Fig. 38:
If no, what are your obstacles to taking a class?



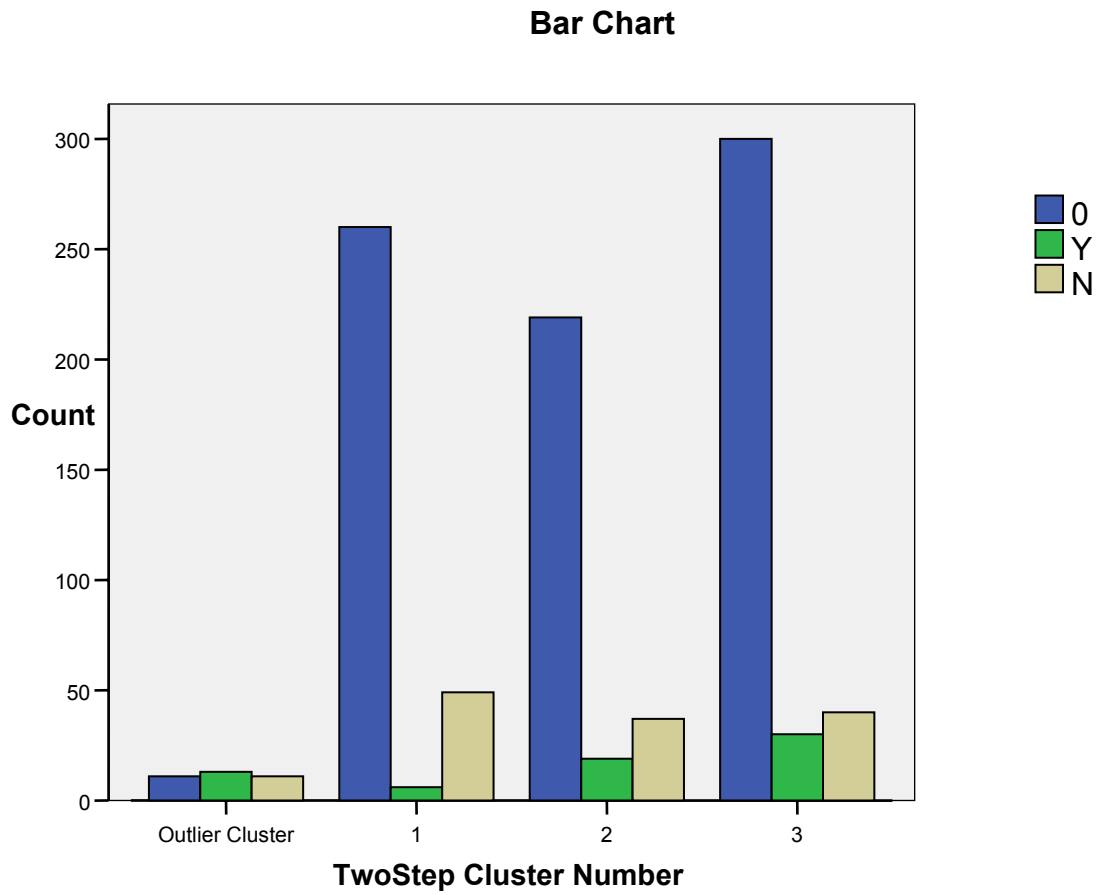
Response Frequencies, Fig. 39:
: Do you own a business?



Response Frequencies, Fig. 40:
If yes, would your business benefit
from the following...?(check all that apply)

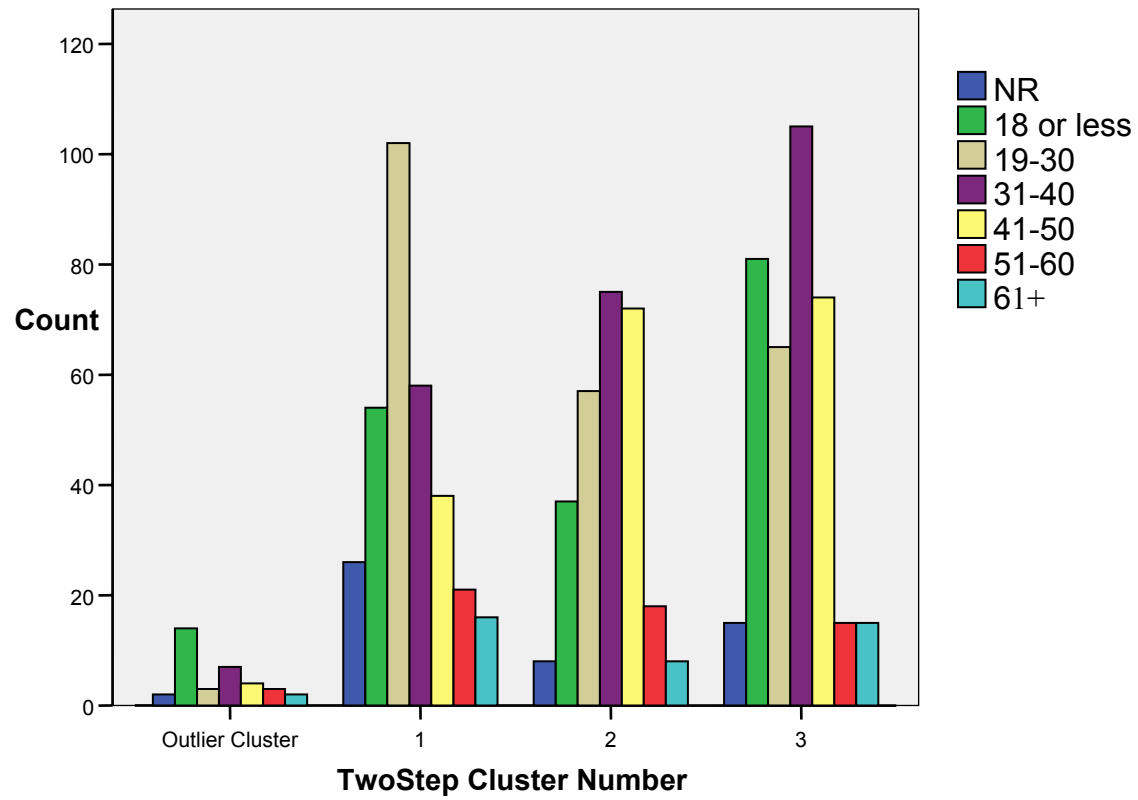


Response Frequencies, Fig. 41:
If yes, does your business have a website now?

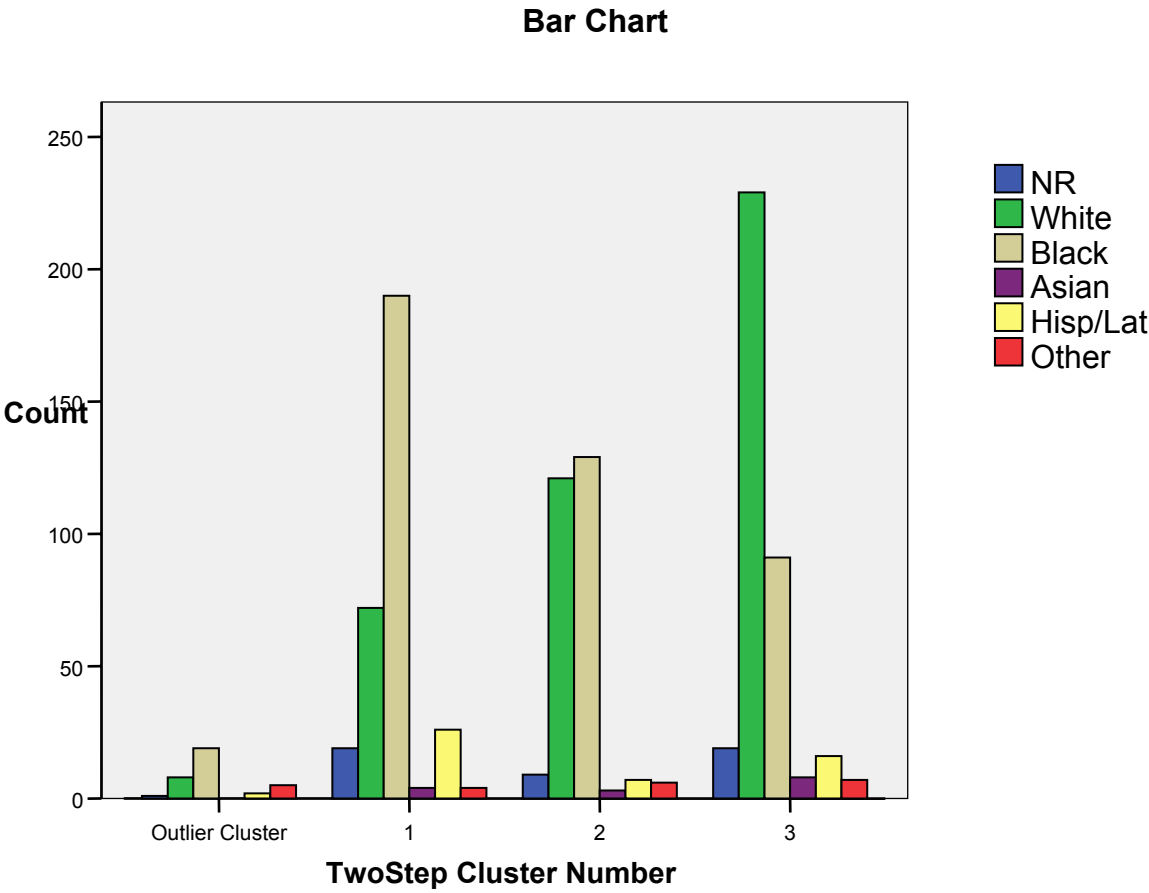


**Response Frequencies, Fig. 42:
What age group do you belong to?**

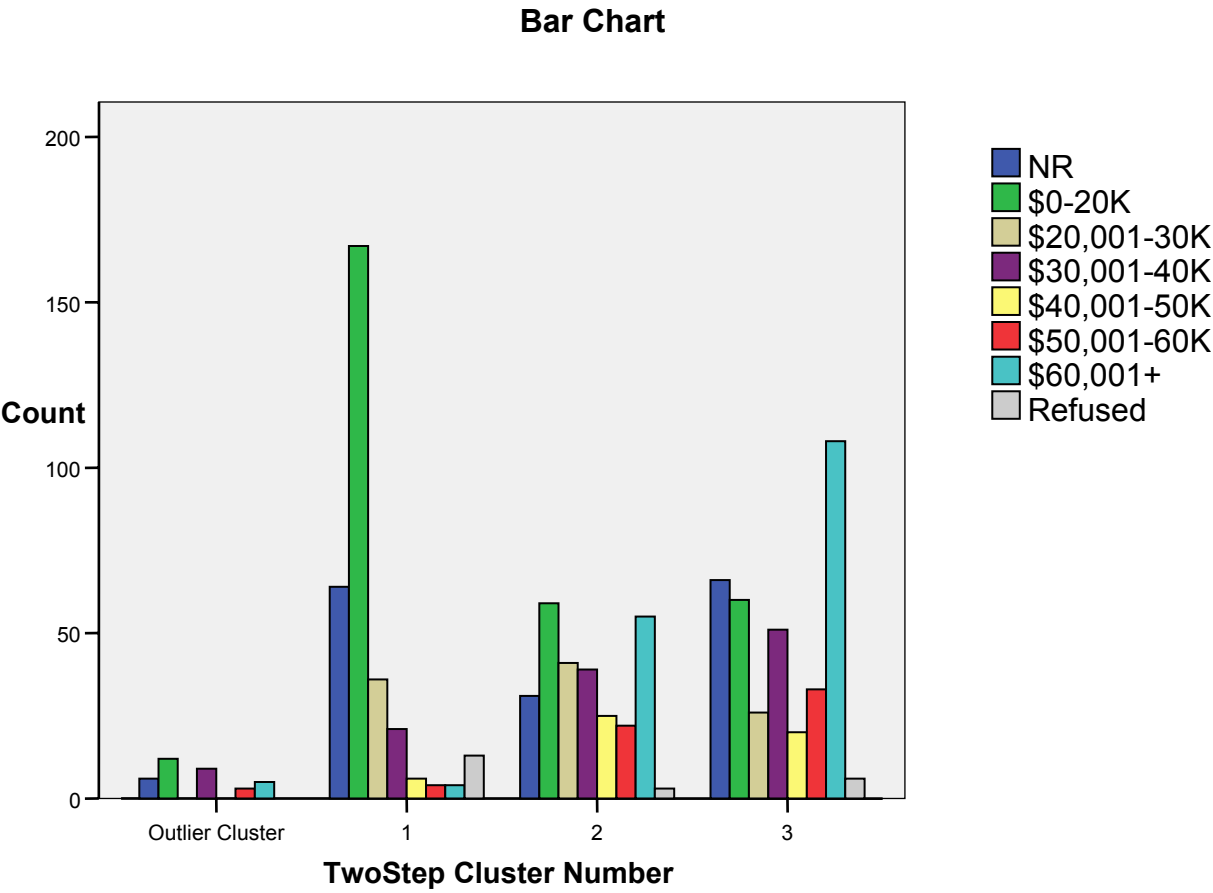
Bar Chart



Response Frequencies, Fig. 43:
What is your race/ ethnicity?



Response Frequencies, Fig. 44:
What is your household income?



Response Frequencies, Fig. 45:
What is your residence Zipcode?

